

Adding an MGH Interpreter to Standalone Platforms for Virtual Visits

This tip sheet guides providers/clinicians on how to incorporate **Interpreter Services (Main Campus and Chelsea)** when either calling a patient for a telephone visit or a video assisted visit.

Hours of operation: MGH Main Campus Mon-Fri 7am-5:30pm; Sat-Sun 8am-6:30pm
MGH Chelsea Mon-Fri 8:30am-5pm

Variations in **Interpreter Services** at the site level remain site specific. Please look to your department leadership if unclear as to which service to utilize. (On site interpreter, CyraCom or Language Line)

If you have difficulties connecting to an interpreter during a Virtual Video Visit, you can always revert to a telephone visit with the patient and follow the telephone call workflows.

For general information on the best way to work with an interpreter [click here](#).

Interpreters are not trained in platform solutions. For MGH eCare Virtual Care Support, please contact: mghecaretelemedicine@partners.org or call the MGPO 24hr Hotline: 1-866-266-3240

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Video Visits via Epic Integrated Platform

- Click [here](#) to access how to add an interpreter to an Epic integrated virtual visit.

Telephone Call using Desk/Office Phone

- Have the patient's name and medical record number available before you make the call.
- At the time of the telephone visit with the patient, the provider should call the interpreter first, at the designated number for interpreter services at their site and follow the site workflow. This may include a MGH Main Campus interpreter, Chelsea interpreter or CyraCom/Language Line interpreter depending on your sites' workflow.
- Once you have the interpreter on the call, the interpreter can conference in the patient into the call.

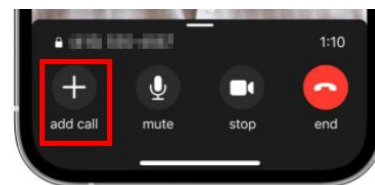
Video Call using Mobile device or Desktop/Laptop via Doximity Dialer

For a pre-scheduled interpreter for MGH Main Campus or MGH Chelsea:

- Your scheduler will have pre-scheduled the interpreter at the same time the patient appointment was made for the VV Standalone visit type.
- The interpreter coordinator will assign an interpreter and put the name of the interpreter in the **appt notes or Int Svs Column** in the **Multi Provider Schedule**.
- Call the patient first using the doximity app on your phone or from the doximity website on your desktop.
- Once the patient is on the video call:

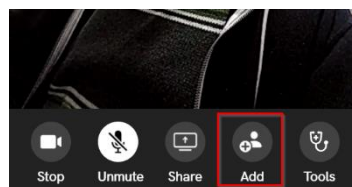
For Mobile:

- Click the **Add Call** button and then click the **Share Link** button from the top right of your screen.
- This action will open another screen for you to select how you will send the link.
- Choose **mail** and email it to the interpreter assigned to you.
- The interpreter will join the video call via the email link.



For Desktop:

- Click the **Add** button and then choose **Copy Link to Video**.
- Open an email to the interpreter assigned to you and paste the link into the email and hit send.
- The interpreter will join the video call via the email link.



Add people to this call

- Interpreter
- Patient Hand-Off
- Colleague
- Family Member
- **Copy link to video** (highlighted with a red box)

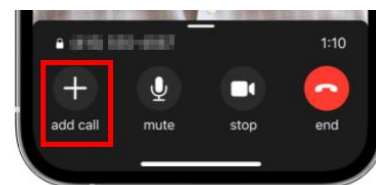
Cancel

For unscheduled Interpreters for MGH Main Campus or Chelsea:

- Call the interpreter services department at your site:
MGH Main campus @ 617-726-6966
Chelsea @ 617-887-3534
- The interpreter coordinator will assign an interpreter if there is one available.
- For MGH Main Campus and Chelsea – the interpreter coordinator will give you the name of the interpreter assigned to you.
- Call the patient first using the doximity app on your phone or from the doximity website on your desktop.
- Once the patient is on the video call:

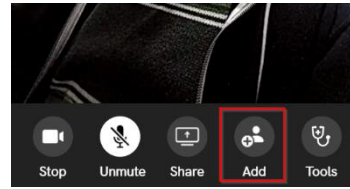
For Mobile:

- Click the **Add Call** button and then click the **Share Link** button from the top right of your screen.
- This action will open another screen for you to select how you will send the link.
- Choose **mail** and email it to the interpreter assigned to you.
- The interpreter will join the video call via the email link.



For Desktop:

- Click the **Add** button and then choose **Copy Link to Video**.
- Open an email to the interpreter and paste the link into the email and hit send.
- The interpreter will join the video call via the email link.



Add people to this call

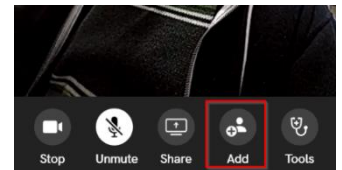
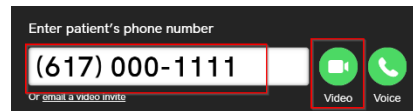
- Interpreter
- Patient Hand-Off
- Colleague
- Family Member
- Copy link to video**

Cancel

Using CyraCom/Language Line with Doximity:

For Desktop: (Video)

- Enter the patient's phone # and click the green **Video** button.
- Wait for the patient to join the video call.
- Once the patient is on the call, click the **Add** button.
- Select **Interpreter**.
- Dial your CyraCom **site/user specific account number**.
- When prompted to enter your **4-digit code**, click the **Open Dialpad** button.



Add people to this call

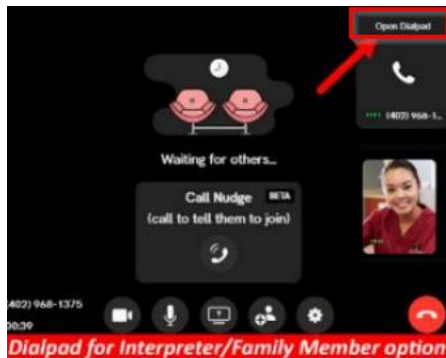
- Interpreter**
- Patient Hand-Off
- Colleague
- Family Member
- Copy link to video

Cancel

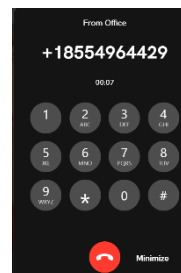
Add Interpreter

Caller ID
Office: (617) 643-8482

Interpreter
Interpreter: (855) 496-4429
Interpreter: (855) 496-4429
+ Add a new Interpreter



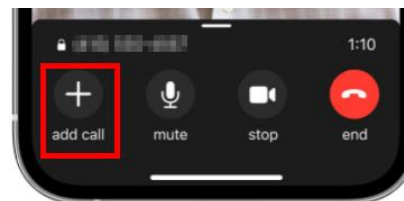
- Enter the **code on the Dialpad**.
- Wait for the CyraCom interpreter to join and then **merge** the call with the patient.



For Mobile: (Audio only)

The advantage of using Doximity via the mobile app for **audio only** calls instead of using your mobile phone to make a regular call, is that Doximity protects your cell phone # and will only show your work # to the patient. Using the mobile option for a patient visit that requires a CryaCom/Language Line interpreter cannot provide any video option for the patient, provider, or interpreter.

- call **CyraCom** first and get your interpreter on the line.
- Click **Add Call**, and phone your patient.
- When patient picks up, **merge** the call.



Please refer to [Doximity website](#) for further details.

Telephone Call using Mobile Device via Doximity Dialer

- At the scheduled time of the telephone visit with the patient, the provider should call the interpreter first, at the designated number for interpreter services at their site and follow the site workflow.
- Have the patient's name and medical record number available before you make the call to the interpreter services.
- Once you have the interpreter on the call (either MGH interpreter or CyraCom), you can launch the doximity dialer app and call your patient. When the patient answers, click merge on your phone to begin the 3-way telephone call.
- If you are using CyraCom or Language Line dial your **site/user specific account # and/or 4-digit code**.

Video Visits via Standalone Zoom

For a pre-scheduled interpreter for MGH Main Campus or Chelsea:

- Your scheduler will have pre-scheduled the interpreter at the same time the patient appointment was made. The Zoom URL PMI invite has been sent to mghinterpreters@partners.org or mghchelseainterpreterservices@partners.org
- You will see the interpreter in the waiting room. (Name will appear as Interpreter "X")
- Admit the interpreter first.
- If you do not see the patient in the waiting room, ask the interpreter to call the patient via phone to determine why the patient is not in the waiting room.
- If the patient is in the waiting room, admit them and begin your 3-way video call.

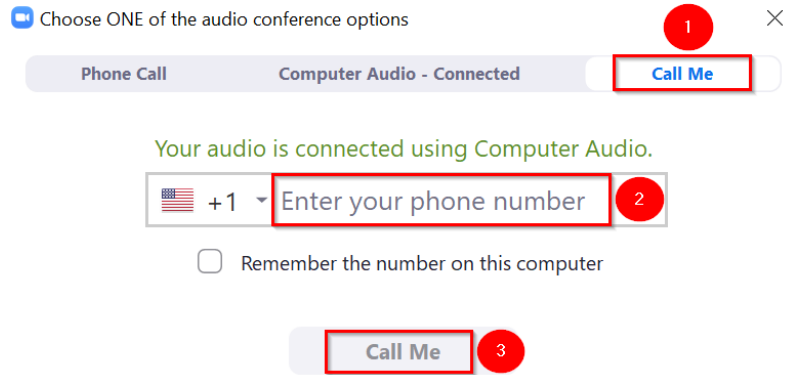
For an unscheduled interpreter:

- If you realize you need an interpreter at the time of the visit, the recommended workflow is to set your zoom audio to your phone to streamline the call with the interpreter.

Conference Calling:

• Launch your Zoom visit

1. Select “Call me” as your Audio conference option.
2. Enter your phone number.
3. Click **Call Me**.



4. You will receive a call from Zoom.
5. Answer and press 1 when prompted to join the Zoom meeting.
6. While your patient is in the waiting room, use your phone’s conference option to call either:
 - MGH Main campus @ 617-726-6966 to access the interpreters.
 - Chelsea @ 617-887-3534 to access the interpreters.
 - CyraCom or Language Line - When connecting to CyraCom, please enter your **site/user specific account # and/or 4-digit code**.

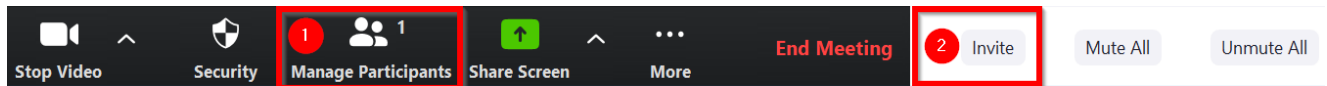
Best Practice: Before conducting a 3-way conference call, practice how to do this from your desk phone or mobile device. e.g. On a Cisco work phone, there is a conference button. On an iPhone/Android there is a add/merge button.

Note: You cannot call CyraCom or Language Line directly via Zoom, therefore you must use your phone to use conference call technology.

Audio vs Video:

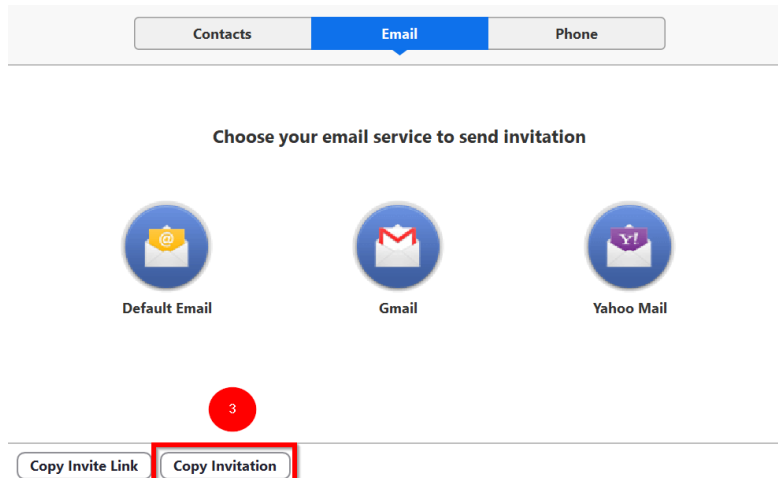
If there is an in-house interpreter available when you call MGH Main Campus or Chelsea, you may prefer to send the zoom invite by following the steps **below** and wait for your interpreter to join the call.

1. **Manage Participants** from the toolbar



2. Select **Invite**

3. Click **Copy Invitation**.



- Manually open **MGH Outlook** and **paste** the invitation into a new email.
- Send the email to your site email per the table below.

Main Campus	mghinterpreters@partners.org
Chelsea	mghchelseainterpreterservices@partners.org

- The interpreter can now click on the zoom link in the email and join the zoom video call. Please admit them.

Alternative Workflow:

If you have already launched the video visit using the Computer Audio and need to switch over to using a telephone, follow the steps below.

1. Click the arrow by the mute/unmute button from the zoom toolbar.
2. Select **Switch to Phone Audio** and follow steps above using “Call Me” option

