

Adding an Interpreter to Standalone Platforms for Virtual Visits

(Hours of operation Mon-Fri 7am-5:30pm; Sat-Sun 8am-6:30pm)

This tip sheet guides providers/clinicians on how to use **Interpreter Services** when either calling a patient for a telephone visit or a video assisted visit.

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.
- Once you have the interpreter on the call, the interpreter can 3-way conference call the patient into the visit.

Telephone Call using Personal Landline or Mobile via Doximity Dialer

- The doximity dialer app allows you to make an audio call with the patient while masking your personal phone number. It is not possible to mask your phone number if using 3-way video calling using doximity dialer because this requires you to send an URL link via text or email.
- You can only connect with CyraCom or Language Line using audio.
- You can dial the interpreter first from your phone using your department contact information for interpreters and once you have the interpreter on the line, launch the doximity dialer app and call your patient. The patient does not need to download Doximity Dialer for this to work. When the patient answers, click merge on your phone to begin the 3-way conference call.
- To register for [Doximity Dialer](#) click the link.

Video Visits via Standalone Zoom

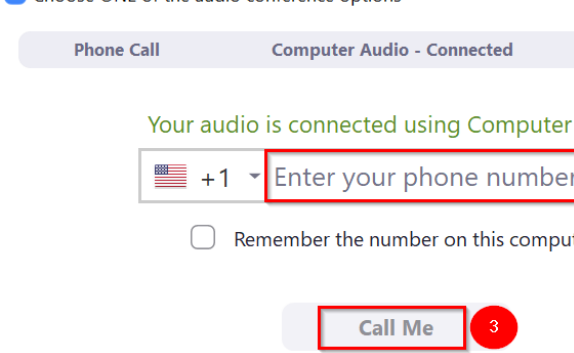
For a pre-scheduled interpreter for MGH Main Campus or Chelsea:

- 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.

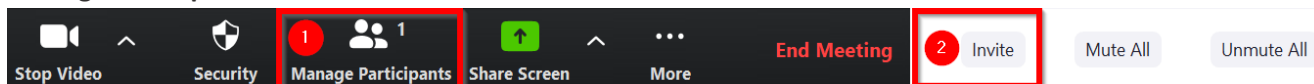
Note: You cannot call CyraCom or Language Line directly via Zoom, therefore you must use your phone to use conference call technology.

Audio vs Video:

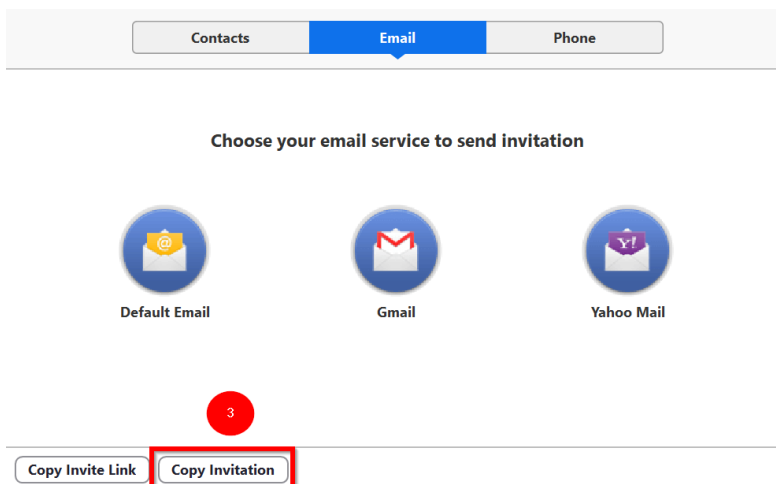
If there is an in-house interpreter available when you call MGH Main Campus or Chelsea, you may prefer to send the zoom invite by following the steps **below** and wait for your interpreter to join the call.

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.

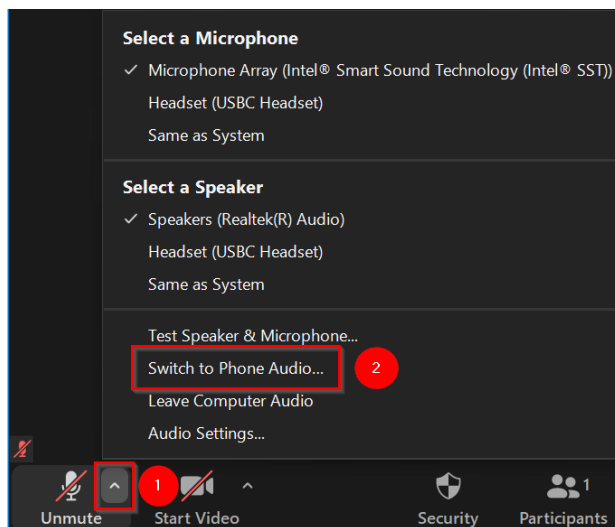
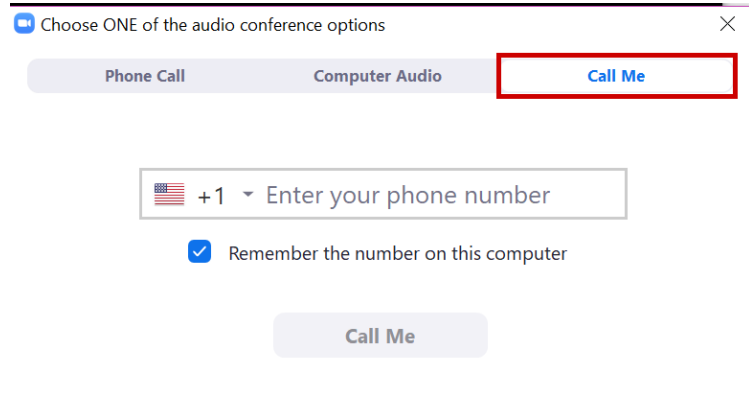
Main Campus	mghinterpreters@partners.org
Chelsea	mghchelseainterpreterservices@partners.org

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

Alterative 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



Video Visits via Standalone Doxy.me

Free Version of Doxy: (does not permit 3-way video chat)

- If your patient is in the waiting room, prior to starting your doxy visit with your patient, use your phone to dial the designated number for interpreter services at your site and enter the account # and/or pin # if required.
- **PLEASE HAVE THE PATIENT'S NAME AND MEDICAL RECORD NUMBER AVAILABLE BEFORE YOU MAKE THE CALL.**
- If an inhouse interpreter or CyraCom interpreter is not available, dial 855-938-0152 to reach Language Line and give the requested information.
- Now with the interpreter on the phone, admit your patient to the visit.
- For audio: Turn on your phone speaker and place your phone close to the computer and have the 3-way conversation with the interpreter and patient.
- If your patient is not in the waiting room, you can ask the interpreter to call the patient to determine what the problem is.

Paid Version of Doxy: (3-way calling is available)

For a scheduled interpreter at MGH Main Campus and Chelsea:

- Your scheduler will have pre-scheduled the interpreter at the same time the patient appointment was made. The Doxy waiting room link 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 assist the patient to enter the waiting room.
- If the patient is in the waiting room, admit them and begin your 3-way video call.
- Video Resource: [Doxy.me 3-way video training](#)

For an unscheduled visit:

- If you know you need an interpreter, follow your site recommendations to reach an interpreter:
 - 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**.
- If there is an in-house interpreter available, email the Doxy invite including the date, time, name and MRN of the patient to:

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

- The interpreter coordinator will reply to the email with the name of the interpreter.
- The interpreter will log into the Doxy session.
- 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 the problem.
- If the patient is in the waiting room, admit them and begin your 3-way video call.
- Video Resource: [Doxy.me 3-way video training](#)
- If there is no interpreter available, the coordinator will email you back asking you to call CyraCom. Switch to telephone workflow at this point.

Video Visits via Standalone FaceTime

- Can only be used if the interpreter has an Apple FaceTime product.
- Once you have the interpreter on the call, you can hold the phone to your speaker if you are using video with your patient.
- You can also choose to do a 3-way video call with the patient and the interpreter if each of you are using an Apple FaceTime product.
- Video Resource: [FaceTime 3-way video training](#)