

# Adding an Interpreter to an Epic Integrated Virtual Visit

This tip sheet guides providers/clinicians on how to use **Interpreter Services** when conducting a video visit using Epic Integrated Zoom.

## Multi-Staff Epic Integrated Virtual Visits with In-House Interpreter

As of June 11th, interpreters can now access the Epic integrated camera from the schedule. Front desk staff can schedule the interpreter at the same time as scheduling the appointment and the interpreter can join the zoom meeting directly from their schedule.

### Suggested Columns to Add to your Schedule

Add the **Video** column to your Schedule.

1. Click the **Schedule** dropdown arrow and then click the **gear** icon.

The screenshot shows the Epic Schedule interface for 'BISMUTH, ATHENA'. The interface includes a search bar, a filter dropdown, and a table of appointments. A red box highlights the 'BISMUTH, ATHENA' dropdown menu and a gear icon next to it, with a red circle containing the number '1'.

Order Time	Time	MRN	Patient	Type	Notes	Provider	Referring P
	2:30 PM	1025002	Bismuth, Henry 46 y.o. / M	CONSULT	Chronic abdominal pain and...	Athena Bismuth, MD	Mickey Qu
	2:30 PM	1022266	Bismuth, Giovanni 46 y.o. / M	CONSULT	Chronic abdominal pain and...	Athena Bismuth, MD	Mickey Qu

**Note:** If your calendar is pinned to the right of the **Schedule**, you will see the gear icon above the calendar.

2. With the **General** tab selected, type **Video** in the search field.
3. Click **Add Column** to add **Video** to **Selected Columns**.
4. Use the arrow icons to arrange where the **Video** column appears on your **Schedule**.
5. Click **Accept**.

The screenshot shows the configuration window for 'BISMUTH, ATHENA [9983]'. The window has tabs for 'General', 'Advanced', and 'Configuration'. The 'General' tab is selected. The 'Name' field contains 'BISMUTH, ATHENA' and the 'Owner' field contains 'BISMUTH, ATHENA'. The 'Available Columns' section shows a search for 'video' with one result: 'Video' with the description 'Displays the telemedicine visit video status.' A red circle '2' highlights the search field. A red circle '3' highlights the '+ Add Column' button. A red circle '4' highlights the 'Video' column in the 'Selected Columns' list. A red circle '5' highlights the 'Accept' button at the bottom.

A camera icon displays on the **Video** column for each appointment that is an Epic Integrated Virtual Visit.

The screenshot shows the Epic Schedule interface with a 'Video' column added. A red box highlights the 'Video' column header and a camera icon in the row for 'Bismuth, Henry'.

Status	Has	Hud	Order Time	Time	MRN	Patient	Video
Scheduled				2:30 PM	1024019	Bismuth, Henry 46 y.o. / M	

Other useful columns to pull into your schedule are:

1. **Appt Note** (this will display notes entered by the front desk or the interpreter).
2. **Joint Appt** (currently this displays the letter J, indicating that another provider/clinician/resource is booked).
3. **Joint Providers** (displays the names of the providers/resources booked).
4. **Joint DEP** (displays the names of the DEP that the appt is booked with).
5. **Preferred Language**
6. **Pt. Portal Status** (this column will tell you if the patient has an active Patient Gateway account).

If you look at your **Appt Note** column in your schedule you will see if you have an interpreter scheduled to join the visit with you. If there is no in-house interpreter available, it will be noted in the **Appt Note** column that you need to call CyraCom or Language Line and the phone will be in the note. (see CyraCom workflow below).

1. If the icon is **green**, the patient maybe in the waiting room or the interpreter may have already joined the visit.
2. If you hover over the camera, you can see who has joined.
3. When you are ready, click on the **green** camera to open your video visit.
4. Either you or the interpreter can admit the patient from the waiting room.

See [Multi-Staff: Epic Integrated Virtual Visit tip sheet](#) for further details.

## CyraCom or Language Line

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

### Conference Calling:

- Launch your Zoom visit

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

Choose ONE of the audio conference options

Phone Call Computer Audio - Connected **Call Me**

Your audio is connected using Computer Audio.

+1 Enter your phone number

Remember the number on this computer

**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 CyraCom or Language Line.
7. When connecting to CyraCom, please enter your **site/user specific account # and/or 4-digit code**.

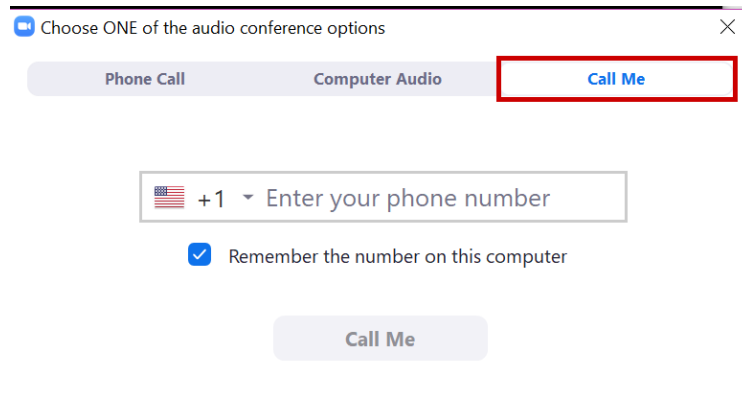
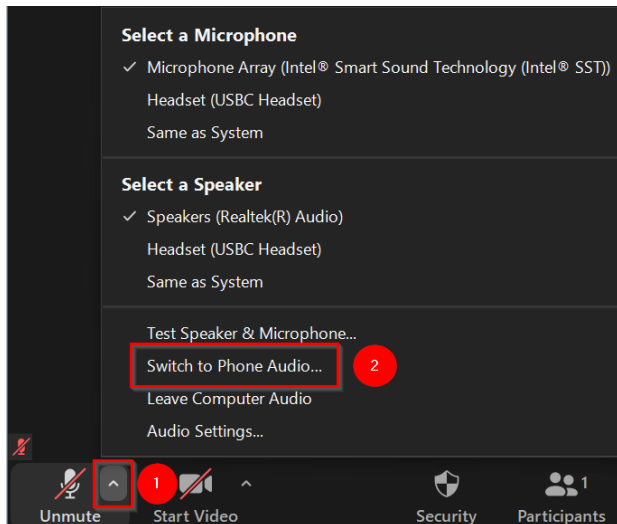
**Best Practice:** Before conducting a 3-way conference call, practice how to do this from your desk phone or mobile device. e.g. On a Cisco work phone, there is a conference button. On an iPhone/Android there is a add/merge button.

### 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



## Unscheduled Interpreter for MGH Main Campus and MGH Chelsea

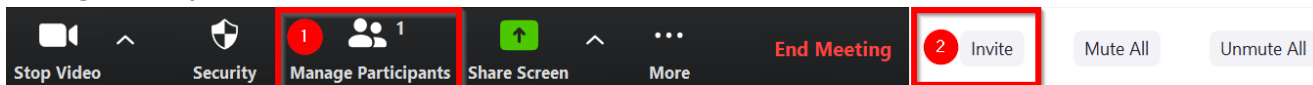
If you start your visit with your patient and realize you need an interpreter following the site-specific workflow:

- For MGH Main campus call 617-726-6966 to access the interpreters.
- For Chelsea call 617-887-3534 to access the interpreters.

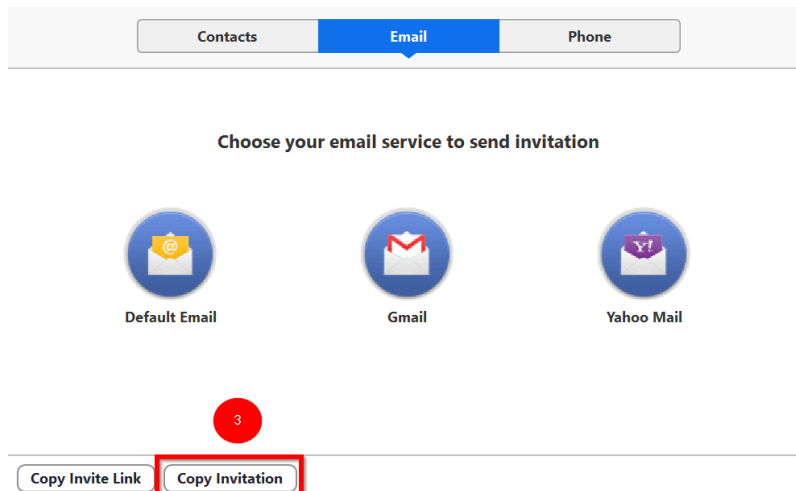
If there is a in house interpreter available, send the zoom invite by following the steps **below** and wait for your interpreter to join the call.

If there is no in-house interpreter available, follow the CyraCom/Language Line steps **above** to use 3-way conferencing.

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	<a href="mailto:mghinterpreters@partners.org">mghinterpreters@partners.org</a>
Chelsea	<a href="mailto:mghchelseainterpreterservices@partners.org">mghchelseainterpreterservices@partners.org</a>

## Additional Resources:

For non-Epic integrated interpreter workflows [click here](#).

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

For MGH Telehealth Support, please contact: [MGHTeleHealth@partners.org](mailto:MGHTeleHealth@partners.org) or call the MGPO 24hr Hotline: 1-866-266-3240.