

VirtualCareNS Physicians Interpretation Telephone Line

HOW TO ACCESS TELEPHONE INTERPRETER DURING AN INPROGRESS MAPLE APPOINTMENT

- Provider identifies the patient has a language barrier
- Use the text/chat to confirm the language they speak
- Ask the patient permission to include an interpreter in the appointment
- Text/tell the patient you will be with them in a few minutes
- Put patient on hold (mute) if already in a video or audio call
- On a separate telephone with speaker capabilities dial: **1-833-560-2112**
- Select the language:
Press 1 for Spanish
Press 2 for other languages and state the language you need
*** Press 0 for assistance if you do not know the language or for a Gender specific interpreter*

Language Line will ask the following:

- Your zone: **Central**
- Name of Practice: **VirtualCareNS-Maple**
- Private Practice/Collaborative Practice: **Collaborative Practice**
- The nature of the call: **Patient Appointment**

You will be connected to an interpreter who will provide their name and ID number

- Brief the interpreter: *Summarize what you wish to accomplish and provide any special instructions*
- Unmute or reconnect the Maple call (video or online phone)
- Say “End of Call” to the interpreter when your call is completed

HOW TO ACCESS TELEPHONE INTERPRETER FOR FOLLOWUP TELEPHONE APPOINTMENTS

- Dial: **1-833-560-2112**
- Select the language:
Press 1 for Spanish
Press 2 for other languages and state the language you need
*** Press 0 for assistance if you do not know the language or for a Gender specific interpreter*

Language Line will ask the following:

- Your zone: **Central**
- Name of Practice: **VirtualCareNS-Maple**
- Private Practice/Collaborative Practice: **Collaborative Practice**
- The nature of the call: **Patient Appointment**

You will be connected to an interpreter who will provide their name and ID number

- Advise interpreter you are dialing out to patient and provide patient’s number
- Advise interpreter what you would like to discuss with patient
- Interpreter will ask, “If patient not home, would you like to leave message in patient’s language?”
- Dictate message to interpreter
- Interpreter will place you on hold, can and advise patient and then connect you to a 3-way call
- Speak with patient and give instructions
- Say “End of Call” to the interpreter when your call is completed