How to Request or Cancel Interpreter for an Inpatient Visit

Please check with your unit clerks on how to request interpreters!!

Audience: Inpatient Staff

Summary: Learn how to request and/or cancel interpreter for an inpatient visit via Epic by clicking button drop down arrow found in the Patient List or Grease Board.

a. Patient List

![Patient List Image]

b. Grease Board

![Grease Board Image]

c. Epic Menu

![Epic Menu Image]

Try It Out

Request Interpreter

1. With the patient selected from Patient List or Grease Board, click the Interpreter button drop down arrow.
2. Select Spanish or Non-Spanish.
   i. Use Spanish > Next Available to request interpreter on demand
   ii. Use Spanish > Pre-Schedule to request interpreter 24 hours in advance for session over 60 mins (such as teaching) or Use Non-Spanish > Pre-Schedule 48 hours in advance for Non-Spanish Interpreter.
   iii. Use Spanish or Non-Spanish > AVS Written Translation to request AVS Translation for discharge

![Request Interpreter Images]
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3. Complete the CRM form.
   i. Complete all questions in the Communication section by pressing the F2 key to complete SmartLists and wildcards(***)

   ii. Contact
       a. Click Inc. Call button
       b. Enter Contact name – this is the person the interpreter will contact, either requestor or provider
       c. Enter Phone number

4. Click Close at the top right corner to submit request.
   **Note:** If request is created in error, click Void CRM (Do NOT click Close as this will submit the CRM)
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Change or Cancel Interpreter
1. With the desired patient selected from the Patient List or Grease Board, click the Interpreter button drop down arrow.
2. Select Spanish or Non-Spanish > Select Change or Cancel. This will take you to the Request Details section of the CRM form.
3. Click the Communication section to complete the unresolved variables.
4. Click Close at the top right to submit cancellation request.

View Status of Interpreter Request from Patient List
1. Interpreter Status Report - Shows status updates, such as Interpreter’s estimated time of arrival (Recommended report)
   a. Go to the Patient List > Report pane window (if collapsed, click the up arrow at the base of the screen)
   Note: To Add Report button to toolbar
      1. Click the wrench icon
      2. Type Interpreter Status in the Report column
      3. Click Accept
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1. Click Interpreter Status button (make sure the desired patient is selected)

2. Patient List Columns - Shows limited information, such as dispatched interpreters name
   a. Select your personal My List and click Properties
   b. In the Search field, search for the available column Dispatched Interpreter
   c. Single click on the caption and Click Add button
   d. Repeat for available column Prescheduled Interpreter Appt
   e. Click Accept
   f. Dispatched Interpreter and Prescheduled Interpreter Appt columns are now added to patient list
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Interpreter Services FAQ for Inpatient

1. Which button should I use to request a Spanish interpreter?
   - Spanish: Use Next Available workflow. Please put in the request when the patients and clinicians are ready. Interpreters will be dispatched as available.
   - Spanish (Session > 60 Minutes): Use Pre-Schedule workflow. Please submit your request 24 hours before the session. Same day long sessions requests are accommodated as volume allows, and cannot be guaranteed.

2. When should I select the Preschedule Non-Spanish buttons?
   In-person, non-Spanish requests are accommodated on a pre-scheduled basis only. Please put in your request 48 hours before the session. If a pre-scheduled request is submitted with less than 48 hour notice, in-person interpreter will be assigned as available, and cannot be guaranteed.

3. Who do I call for questions? Who can I call if I don't see an update for my requests after 10 minutes?
   Business Hours - Monday – Friday 8:00am-5:30pm
   - Spanish: Call 650-497-8371
   - After Hours/Weekends: Page 18905
   - Non-Spanish: Page 18638

4. I do not see the Interpreter request button on Epic. How do I request an Interpreter? (**Also applies to an Epic downtime**)
   Page Interpreter Services: Non-Spanish @ Pager 18638; Spanish per table below

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<td>1 North Hem/Onc</td>
<td>PICU</td>
</tr>
<tr>
<td>Admitting Department</td>
<td>1 North Stem Cell Transplant</td>
<td>CVICU</td>
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<td>Maternity 191</td>
<td>PCU 360</td>
<td>PCU 350</td>
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<td>Maternity 292</td>
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<td>NEWBORN NURSERY</td>
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<td>CCP - ECH (after hours)</td>
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<td>Pediatric Anesthesia Resource Center (PARC)</td>
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