

How to Request or Cancel Interpreter for an Inpatient Visit

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

Audience: Inpatient Staff

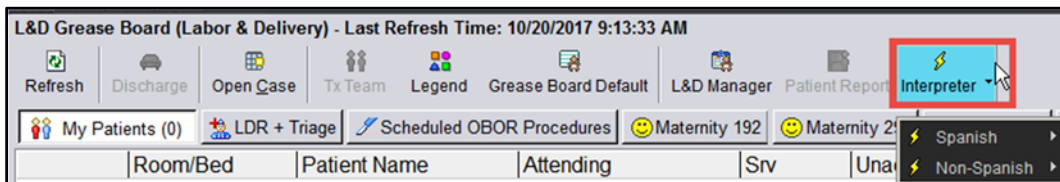
Summary: Learn how to request and/or cancel interpreter for an inpatient visit via Epic by clicking button drop down arrow found in the Patient List or Grease Board.



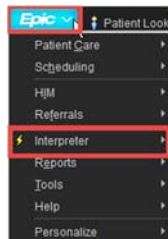
a. Patient List



b. Grease Board



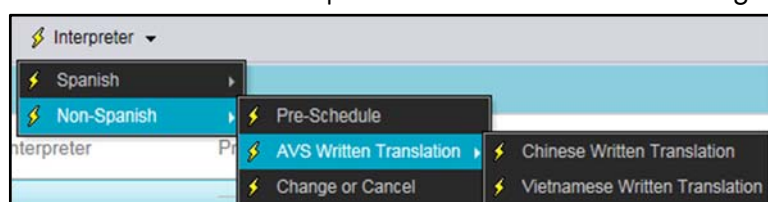
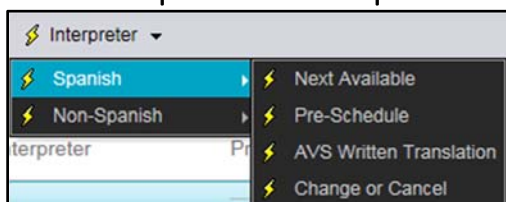
c. Epic Menu



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



How to Request or Cancel Interpreter for an Inpatient Visit

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

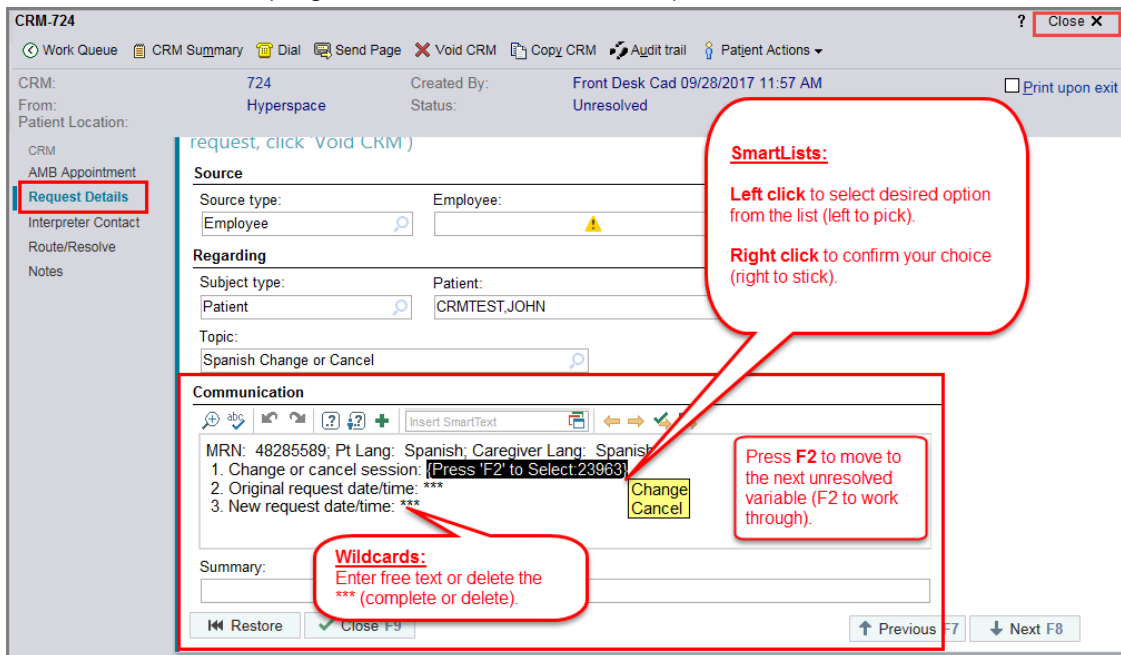
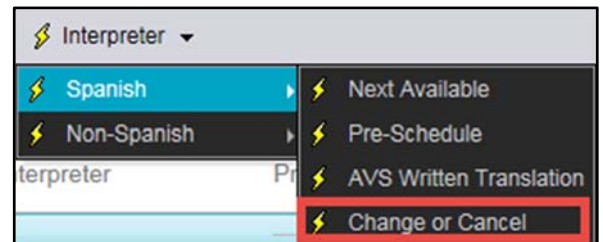
4. Click **Close** at the top right corner to submit request.

Note: If request is created in error, click **Void CRM** (Do NOT click **Close** as this will submit the CRM)

How to Request or Cancel Interpreter for an Inpatient Visit

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.

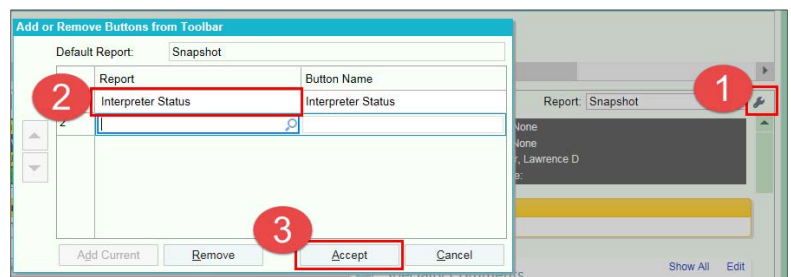


View Status of Interpreter Request from Patient List

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**



How to Request or Cancel Interpreter for an Inpatient Visit

b. Click **Interpreter Status** button (make sure the desired patient is selected)

Results of Searching Units - All Admitted Patients for "molly" 47 Patients Refreshed 2 minutes ago

Patient Name	Unit	Room/Bed	DOB	Age	Sex	MRN	Duration	Service	Problem
Anjou, Molly	PCU 350	TRN IP PCU 9/17/... 350 Pool/None		11yr	F	210000010	40m	General Pediatrics	Community acquired pneumonia (Principal Hospital Problem)
Apple, Molly	PCU 350	TRN IP PCU 9/17/... 350 Pool/None		11yr	F	210000011	40m	General Pediatrics	Community acquired pneumonia

Interpreter / Dispatch Time
Please allow 15 minutes travel time after dispatched

8. NO ASSIGNED INTERPRETER

Inpatient AVS Translation
No AVS Translation Requests.

Interpreter Services Appointments Pre-Scheduled for this Patient



Indicates interpreter has not been assigned



Indicates interpreter is assigned

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

My Patients [2559]

Available Columns 3 matches for 'inter'

Caption	Description
Dispatched Interpreter	
Prescheduled Interpreter Appt	

Selected Columns

Caption	Description
Patient Name	This column displays the patient's name if the user has the security to view this information. The
Unit	This column displays the name of the patient's department.
Bed	This column displays the names of beds.
Patient Location	This column displays the patient's current location. This information appears as the name of the
DOB	This column displays the date of birth for the selected patient.

Patient Name	Patient Location	DOB	Age	Sex	MRN	Dispatched Interpreter	Prescheduled Interpreter Appt	Signe ISO	Durati Servi	Probl	Disch Date	Unacl Order
Amherst, Angelo-CVINVSCHED!	CVICU 220	10/...	3-y... old	M	1007...				4m	C... Inten: Care		

How to Request or Cancel Interpreter for an Inpatient Visit

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

Pager 18905	Pager 18588	Pager 18601
NICU	1 North Hem/Onc	PICU
Admitting Department	1 North Stem Cell Transplant	CVICU
Maternity 191	PCU 360	PCU 350
Maternity 292	PCU 380	APU
NEWBORN NURSERY	PCU 374	CT
ICN 1	Laboratory/725 Welch	Dialysis Center
ICN 2	Short Stay Unit	Ford Surgical Center
Information Desk		MRI
Labor & Delivery		PACU
Lactation Center		Pulmonary Diagnostic Studies
CCP - ECH (after hours)		Radiology
CHEMO - ECH (after hours)		
PEC - ECH (after hours)		
Pediatric Anesthesia Resource Center (PARC)		