
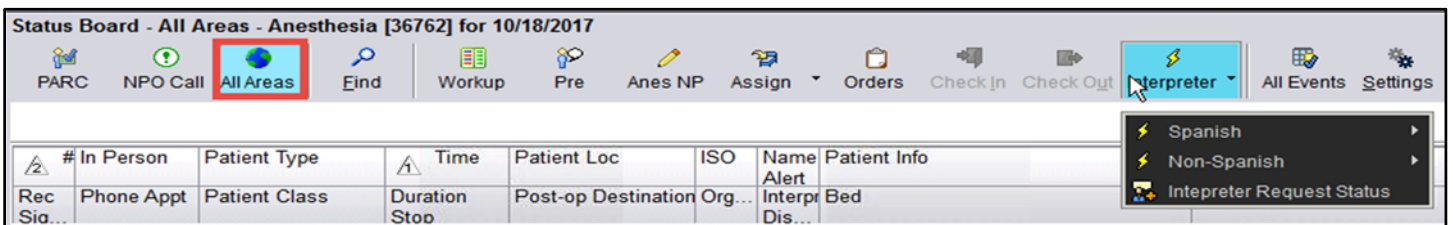
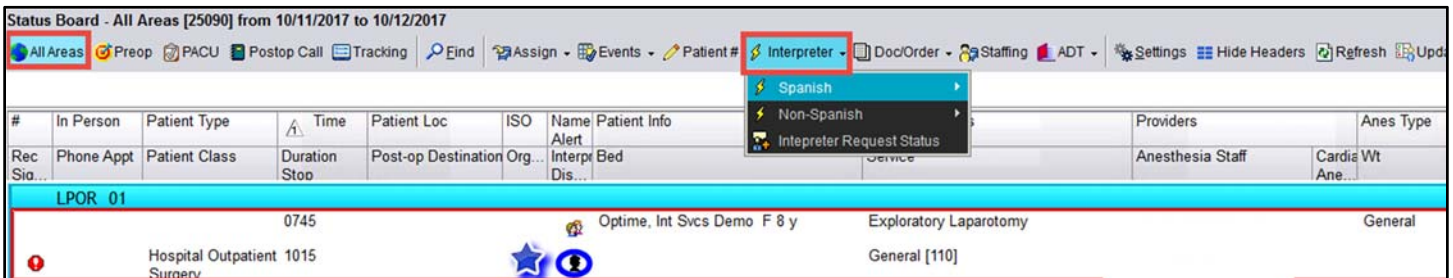


### How to Request or Cancel Interpreter for Periop Patients

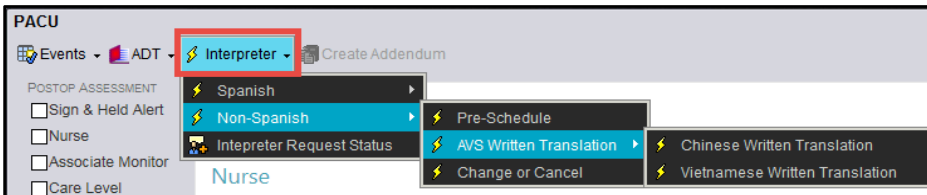
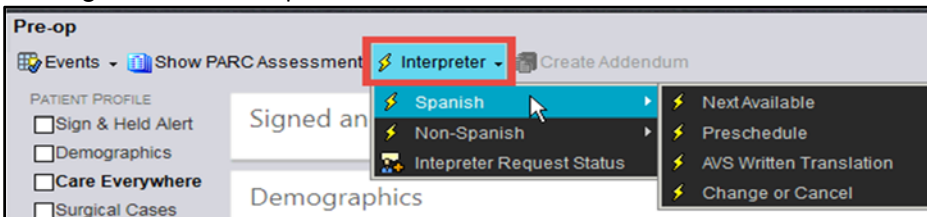
**Audience:** Periop Staff

**Summary:** Learn how to request and/or cancel interpreter for periop patients via Epic by clicking button drop down arrow found in the **Status Board** and **Log Toolbar** within patient's chart. There is also a new Interpreter icon  column on the status board where you can hover to display interpreter assigned to the request.

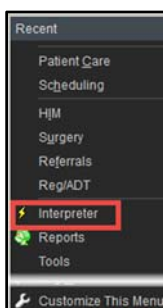
a. Status Board – All Areas



b. Log Toolbar within patient's chart



c. Epic Menu

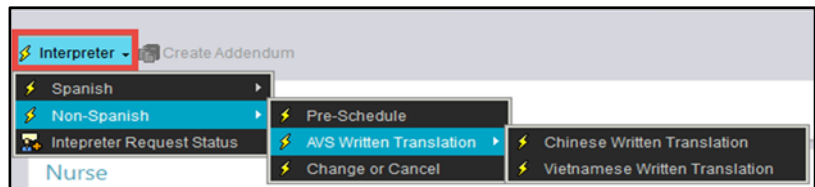
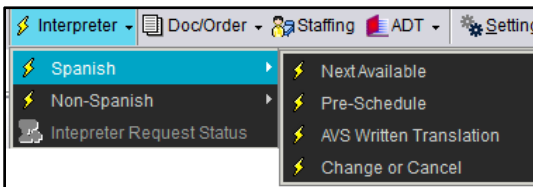


### How to Request or Cancel Interpreter for Periop Patients

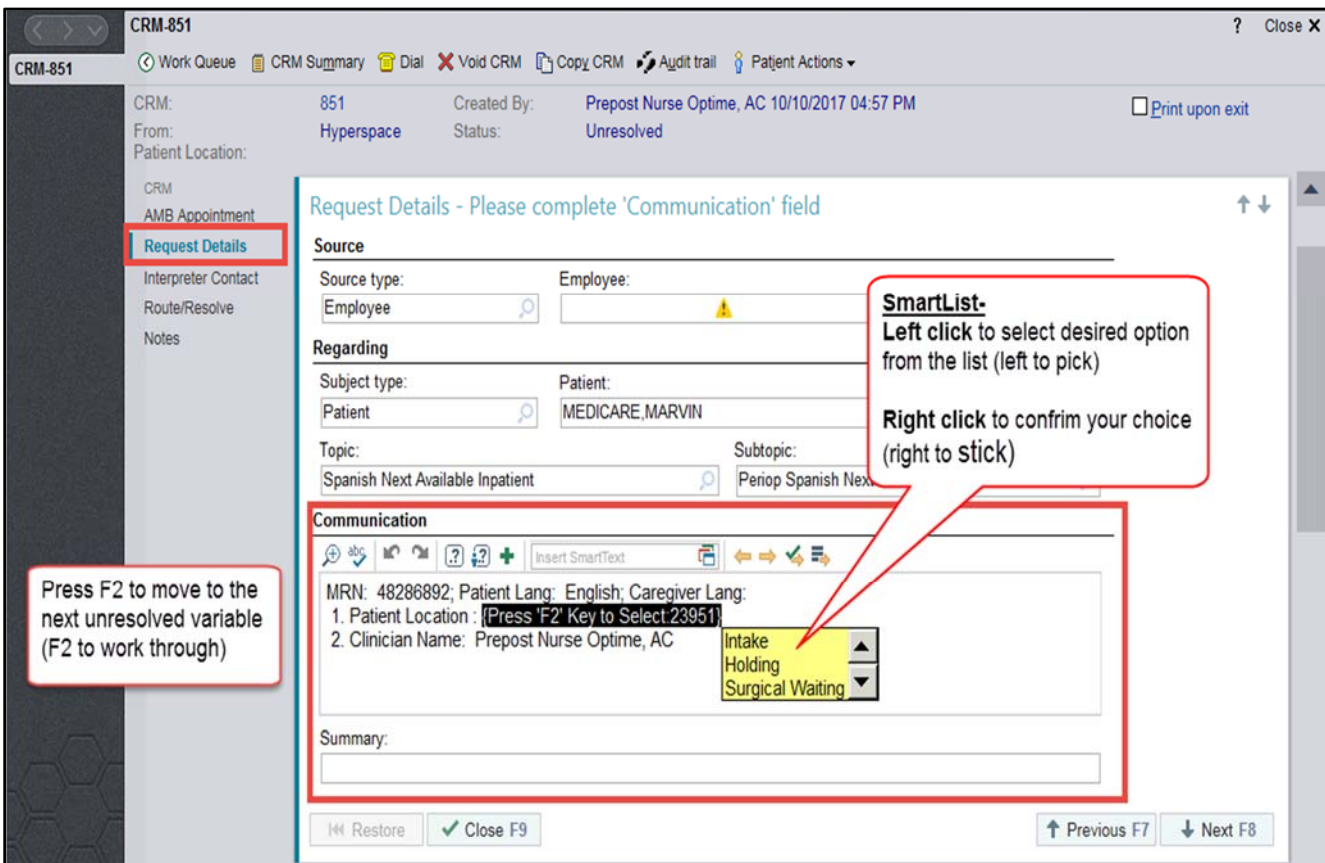
#### Try It Out

#### Request Interpreter

1. With the patient selected from **Status Board** or **Log Toolbar**, 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 minutes (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.



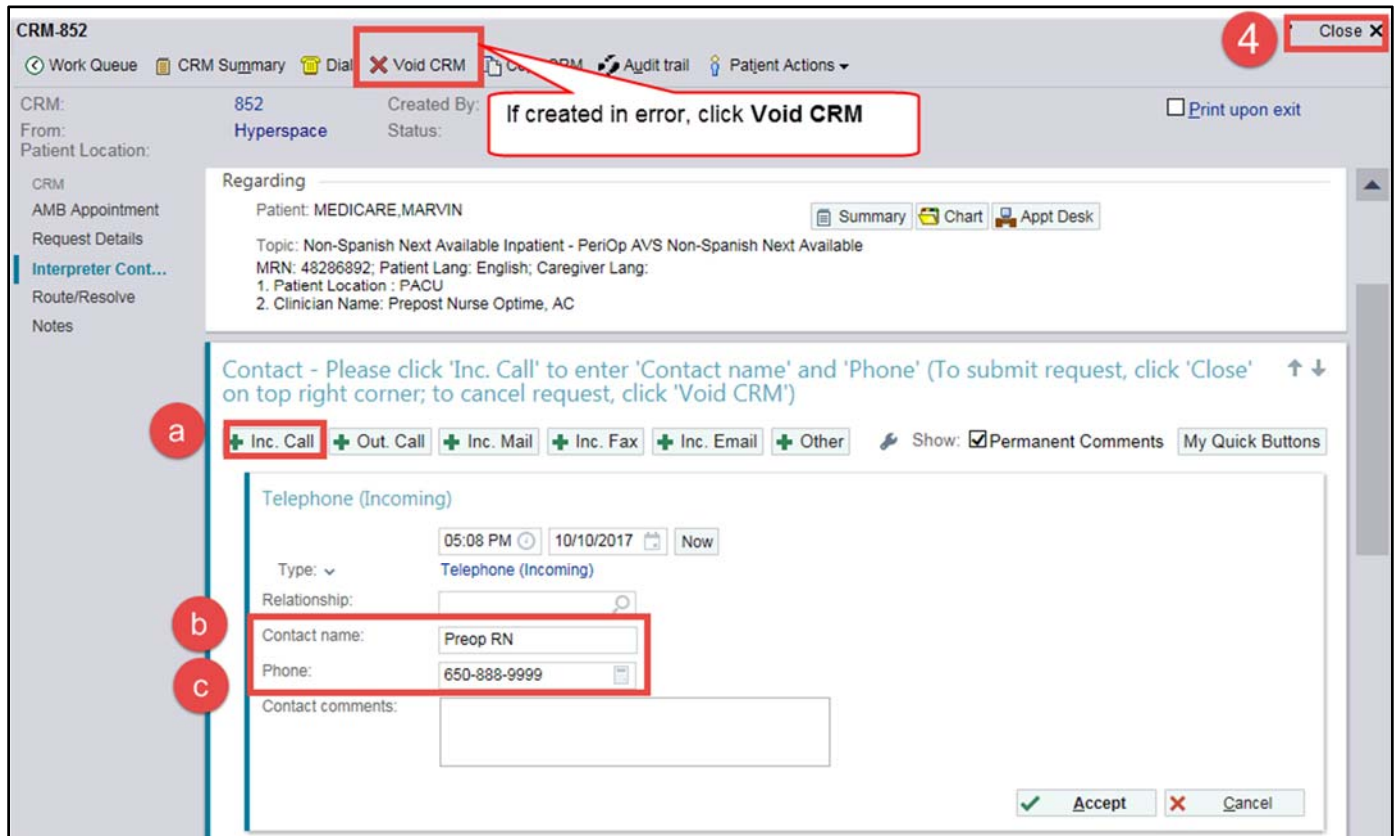
3. Complete the **CRM** form.
  - i. **Complete all questions** in the **Communication** section by pressing the **F2** key to complete SmartLists



### How to Request or Cancel Interpreter for Periop Patients

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

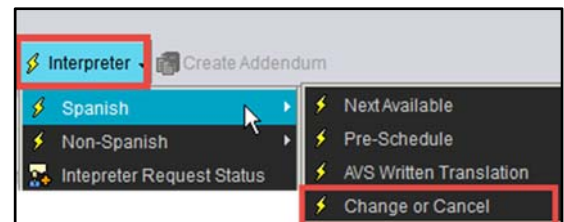


4. Click **Close** at the top right corner to submit request.

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

### Change or Cancel Interpreter

1. With the desired patient selected from the **Status Board** or **Log Toolbar**, 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.



## How to Request or Cancel Interpreter for Periop Patients

3. Click the **Communication** section to complete the unresolved variables.
4. Click **Close** at the top right to submit change/cancellation request.

**SmartLists:**  
Left click to select desired option from the list (left to pick).  
Right click to confirm your choice (right to stick).

**Wildcards:**  
Enter free text or delete the \*\*\* (complete or delete).

Press F2 to move to the next unresolved variable (F2 to work through).

### View Interpreter Request Status from Status Board or Log Toolbar

Interpreter Request Status displays status updates, such as interpreter or dispatched time and interpreter's name.

1. Select the patient and click **Interpreter Request Status** from **Interpreter** button drop down arrow

**Interpreter / Dispatch Time for MEDICARE, MARVIN**  
Please allow 15 minutes travel time after dispatched  
• 846 (Created on 10/10/2017 02:57pm): NO ASSIGNED INTERPRETER

**Inpatient AVS Translation for MEDICARE, MARVIN**  
• 852 (Created on 10/10/2017 05:05pm): NO ASSIGNED INTERPRETER

**Interpreter Services Appointments Pre-Scheduled for MEDICARE, MARVIN**

Appointment Date Time	Status: Minutes Scheduled	Assigned Interpreter	Appointment Department
<a href="#">Click here for help regarding Interpreter Services Requests via Epic</a>			

**Interpreter / Dispatch Time for CADDs, BLUE**  
Please allow 15 minutes travel time after dispatched  
• 841 (Created on 10/09/2017 03:17pm): INPATIENT, INTERPRETER SERVICES — Dispatched at 10/11/2017 09:33AM

Indicates interpreter has not been assigned

Indicates interpreter is assigned

2. From **Status Board**, hover over the interpreter icon to display interpreter's name in text format.

#	In Person	Patient Type	Time	Patient Loc	ISO	Name: Patient Info	Procedures
Rec	Phone Appt	Patient Class	Duration	Post-op Destination	Org...	Interp Bed	Service
<b>LPOR 02</b>							
			1425			841 - Interpreter Services Inpatient	dectomy
		Surgery Admit	1555			Pre-assigned: PICU420	Nephrology [440]