Workflow Change
Effective November 1, 2017

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

![Status Board - All Areas](image)

b. Log Toolbar within patient’s chart

![Log Toolbar](image)

c. Epic Menu

![Epic Menu](image)
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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
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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.
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3. Click the Communication section to complete the unresolved variables.
4. Click Close at the top right to submit change/cancellation request.

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

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