How to Request or Cancel Spanish Interpreter for an Outpatient Visit

**Audience:** Outpatient Staff

**Summary:** Learn how to request and/or cancel a Spanish interpreter for an outpatient visit via Epic by clicking button drop down arrow found in the following areas:

**a. Department Appointment Report (DAR)**

**b. Multi-Provider Schedule (clinical schedule)**

**c. Appointment Desk**

**d. Epic Menu**

**Try It Out**

**Request Interpreter**

1. With the desired patient selected (from the DAR / Appointment Desk / Multi-provider Schedule), click the Interpreter button drop down arrow.

2. Select Spanish > Next Available or Pre-Schedule.
   
   i. Use Spanish > Next Available to request interpreter on demand
   
   ii. Use Spanish > Pre-Schedule to request interpreter 24 hours in advance for transplant evaluations
Workflow Change
Effective November 1, 2017

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Note: There is no need to request Non-Spanish interpreter. Interpreter Services is notified automatically of the request when appointment is scheduled or cancelled/rescheduled based on the language needs documented in registration.

3. List of appointments appear > check the box for the desired appointment > click Attach. This will take you to the Request Details section of the CRM.

4. Complete the CRM form.
   i. Complete all questions in the Communication section by pressing the F2 key to complete SmartLists and wildcards(***)

   Press F2 to move to the next unresolved variable (F2 to work through)
   Wildcard - Enter free text or delete the *** (complete or delete)
   SmartLists - Left click to select desired option from the list (left to pick)
   Right click to confirm your choice (right to stick)
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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

5. 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 DAR / Appointment Desk / Multi-provider Schedule), click the Interpreter button drop down arrow.
2. Select 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.
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View Status of Interpreter Request from Multi-Provider Schedule

1. **Interpreter Status Report** - Shows status updates, such as Interpreter’s estimated time of arrival
   a. Go to the Multi-Provider Schedule > 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
   b. Click Interpreter Status button (make sure the desired patient is selected)

2. **Schedule Columns** - Shows limited information, such as dispatched interpreters name
   a. Select your personal folder and click the setting icon
   b. In the General tab, select the available column **Dispatched Interpreter**
   c. Click Add button
   d. Repeat for available column **Prescheduled Interpreter Appt**
   e. Click Accept

**Images:**
- Screen capture of Multi-Provider Schedule with highlighted Interpreter Status report.
- Screen capture of Interpreter / Dispatch Time with note allowing 15 minutes travel time.
- Screen capture of Schedule with highlighted Dispatched Interpreter column.

**Icons:**
- Red icon indicating interpreter has not been assigned.
- Green icon indicating interpreter is assigned.

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Application: Ambulatory & Cadence
Page: 4
Version Date: 10/10/2017
f. Dispatched Interpreter and Prescheduled Interpreter Appt columns are now added to the schedule.

View Status of Interpreter Request from the Department Appointment Report

1. From the DAR, click Settings
2. Click Display
3. Locate LPCH INT APPT INFO and LPCH IP INTERPRETER SERVICES-DISPATCHED INTERPRETER columns
4. Click \( \rightarrow \) to add the columns to the DAR
5. Use \( \leftarrow \) to move the column to desired slot (optional)
6. Click Save > Run

7. Prescheduled Interpreter Appt and Dispatched Interpreter and columns are now added to the schedule.
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Interpreter Services FAQ for Clinics

1. Which button should I use for Spanish?
   - Next Available workflow is the main request modality for ambulatory requests. Please enter your request on Epic when the patient and clinician are ready. Interpreters are dispatched as available.
   - Pre-Schedule workflow is strictly reserved for transplant evaluations.

2. How do I request a non-Spanish interpreter?
   A non-Spanish resource is added to the appointment at the moment of scheduling. For further details please refer to How to Add Preferred Language and Interpreter Resource to Appt tip sheet. Interpreter Services will assign an in-person, video or phone interpreter. When an in-person interpreter is assigned, the interpreter will report to the appointment. When phone or video modality is assigned, proceed with the appointment by connecting to the interpreter.

3. May I request a next available non-Spanish, in-person interpreter?
   The Next Available button is not available for non-Spanish interpreters. We simply have limited non-Spanish staff interpreters, and they are usually booked by pre-scheduled appointments. A non-Spanish, in-person interpreter needs to be pre-scheduled with 48 hour notice so that special arrangements can be made.

4. I do not see the Interpreter request button in Epic. How do I request an Interpreter? (**Also applies to an Epic downtime**)
   If unable to find the Interpreter request button in Epic, please page Interpreter Services as detailed below, and contact the help desk to open a ticket so that the issue can be corrected.
   - Spanish: Page 28174
   - Non-Spanish: Page 18638

5. How do I get a hold of someone when I have questions? Who can I call if I don’t see an update for my requests after 10 minutes?
   Business Hours are Monday – Friday, 8:00am-5:30pm
   - Spanish: Call 650-497-8371
   - Non-Spanish: Page 18638
   - Voicemails will be returned within 24 hours or on the next business day