

Adding an interpreter to your scheduled Zoom appointment

If you are using Zoom to allow multi-provider appointments with patients and need an interpreter in the session, you can also include a **staff** interpreter in the session.

Last-minute video interpreter requests during business hours (M-F, 8:00 – 17:00)

For last-minute requests for an interpreter to join your Zoom session, you have **two** options:

1. Call interpreter services at **650-721-7880** or **650-723-6940** to provide the Zoom meeting room and password number. A staff video interpreter will sign into the meeting room to help you with the encounter.

2. If you have access to Voalte, search for the language you need in Voalte and send a message including the Zoom meeting room and password number to the interpreter covering that language. A staff video interpreter will sign into the meeting room to help you with the encounter.

Staff interpreters are available upon request in the following languages:

Chinese (Mandarin & Cantonese)
Spanish Vietnamese
Russian Korean
American Sign Language

For all other languages, please do not use Zoom. Use a phone to call **650-497-7780** and select option 1 to be routed to the phone interpretation vendor contracted by SHC.

Last-minute video interpreter requests outside of business hours

Staff video interpreters are available after hours **only for Spanish**. For last-minute requests for an interpreter to join your Zoom session, search for “Spanish” in Voalte and send a message including the Zoom meeting room and password number to the Spanish interpreter. A Spanish staff video interpreter will sign into the meeting room to help you with the encounter.

For after-hours requests for all other languages, please **do not** use Zoom. Use a phone to call **650-497-7780** and select option 1 to be routed to the phone interpretation vendor contracted by SHC.

Scheduling an interpreter for a Zoom visit in advance:

Note if interpreter services are needed by reviewing the patient’s “preferred language” as listed in Epic. Please also double-check that “Interpreter Needed” is marked as “yes” in Epic. If it is not, please check “yes.” The Epic storyboard view will show the text “Needs Interpreter: (Language needed)” below the patient’s MRN.

Zoom visits can be scheduled in advance with a video interpreter in the following languages:

Chinese (Mandarin & Cantonese)
Spanish Vietnamese
Russian Farsi
Dari Korean
Arabic Hindi
Punjabi Urdu
American Sign Language

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If patients speak a language not listed above, they should be scheduled for a phone visit (not a Zoom visit) and an interpreter can be included by calling **650-497-7780** at the time of the appointment:

Request a video interpreter for Zoom sessions by emailing (at least 24 hours in advance) the following information to InterpreterServicesSHC@stanfordhealthcare.org and including the link to the Zoom meeting room as the "location:"

1. Location – [Zoom link here](#)
2. Patient language
3. Patient MRN
4. Appointment date
5. Appointment start & end time
6. Provider name (MD, RN, SW, etc.)
7. Clinic/Hospital phone extension or provider cell phone number (in case there is need to clarify anything about the request)

During the visit:

If an interpreter will be joining a scheduled Zoom appointment, please allow the interpreter into the call from the waiting room before the patient. Verify the interpreter is present for the correct patient, then let the patient on the call. The interpreter will introduce themselves first to help with communication. The provider can then start the visit.

For Questions and Concerns:

If you are going to be late to a prescheduled Zoom appointment, if your interpreter has not yet logged in, or for any questions about interpreting, please call interpreter services at **650-721-7880** or **650-723-6940**.

Phone interpreters:

Call **650-497-7780** to connect to an interpreter for clinical conversations. This number is available to providers working remotely and in inpatient units.