



Provincial Health  
Services Authority

# Provincial language services for virtual visits?

Health care provider guide

# Introduction

This resource is intended for health care providers and provides an overview of how to request interpretation services to be used in a virtual visit appointment. Depending on the type of interpreter needed the process and application used (Microsoft Teams or Zoom) may differ.

## In this document we will discuss:

- The process at a glance
- Determining what application to use
- The workflows of requesting, changing and cancelling an interpreter request
- Completing the PLS webform
- What happens the day of the virtual visit

# The process at a glance

**Health Care Providers (HCP)** can submit a request for an interpreter from **Provincial Language Services (PLS)** using the online interpreter booking platform known as the **Customer Service Module (CSM)**. HCP will need a PLS account to create a request on the platform. Contact PLS to create an account if you don't already have one. Once a request is submitted, a **Customer Service Representatives (CSR)** from PLS will receive the request.

From here a CSR will dispatch an interpreter or captioner according to their business as usual (BAU) procedures (additional steps may vary depending on if Zoom or Microsoft Teams needed).

The CSR will only contact the HCP if there is a problem with the request. Otherwise, the HCP will not be informed. The HCP can follow up with the patient as needed.

## Platform selection for language services

When completing the PLS request form, the HCP will need to determine if the request requires the use of Microsoft Teams or Zoom for Health Care. Check with the patient to understand what language accommodations are required to make the appointment accessible. Then choose the most suitable platform (e.g., Zoom, MS Teams) to support language service needs, including interpreter or captioning access.

### When to use Microsoft Teams

PLS requests that involve

- A single interpreter for spoken languages
- Communication Access Realtime Translation (CART)
- Multiple spoken language interpreters

**Please note:** CART should only be conducted using a computer monitor or laptop.

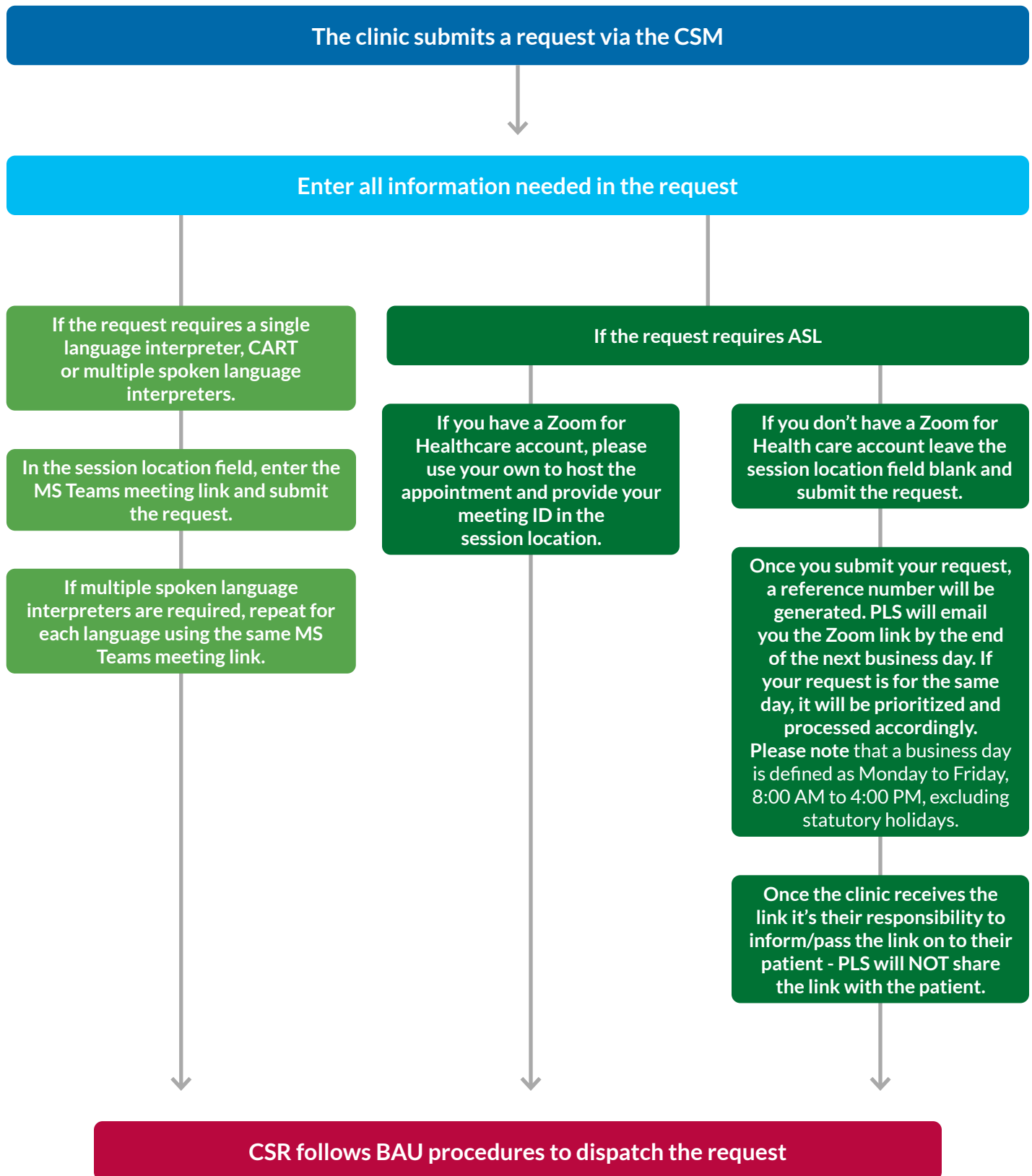
### When to use Zoom for Health Care

PLS requests that involve:

- American Sign Language (ASL)

**Please note:** If you have a Zoom for Healthcare account, please use your own to host the appointment. If you do not have one, the PLS CSR will provide a Zoom for Healthcare meeting link. When the CSR provides the meeting ID, the appointment must be scheduled between 8:30 AM and 12:00pm or between the hours of 1:00pm and 3:30 PM on working days. If multiple requests for language services are scheduled to begin at the same time, the CSR will coordinate with the healthcare provider to adjust the meeting start time slightly earlier or later to ensure proper setup and support.



# Submitting a new request for a virtual visit



# Logging into the CSM

Click [here](#) to access the PLS web portal. Here you can submit a request for interpreter services.

Log in with your credentials and you will be taken to a screen displaying the Terms of Use. Click **'accept'** at the bottom of the screen to proceed to the booking homepage.



[PLS Homepage](#)  
[Contact Us](#)  
[Feedback](#)  
[Find a Request](#)

Username: Office Virtual Health (OVH) | Organization: Office Virtual Health (OVH) PHSA

Welcome to the Provincial Language Services

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Latest Revision: October 2007

Accept Decline

Select **'new request'** from the top of the screen to begin.



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Username: Office Virtual Health (OVH) | Organization: Office Virtual Health (OVH) PHSA

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Welcome to the PLS Interpreter Booking homepage!

**Access Code(s)**  
Office Virtual Health (OVH) PHSA: 4779

<b>Attention PHSA:</b>	To book an interpreter, please select the <a href="#">New Request</a> button above. For same-day on-site interpretation requests during after hours, please call <b>604.297.8400</b> or <b>1.877.BC-TALKS (228.2557)</b> . <b>After hours</b> are Monday to Friday, 4:00 PM to 8:00 AM, all day on Saturday, Sunday, and Statutory holidays. Don't forget to cancel the interpretation request <b>48 business hours</b> in advance if the medical appointment is canceled.
<b>Notice: Student Practicum Observation "new"</b>	PHSA Provincial Language Services is affiliated with the Vancouver Community College Interpreting Program and serves as a teaching opportunity for interpreter students. During the period from <b>January to June</b> , interpreter students may join alongside the health care interpreter to observe medical sessions as part of their training. If you have any questions or concerns regarding this process, please do not hesitate to contact us using the email address below. We appreciate your cooperation and support in providing this valuable learning opportunity.
<b>Services available within PHSA:</b>	<b>Scheduled (Online booking required)</b> <ul style="list-style-type: none"><li>• <b>On-site Interpreting:</b> is a type of spoken or sign language interpreting when an interpreter is scheduled to meet a patient at a given location for a medical appointment. On-site interpretation for spoken language is only available in the Lower Mainland, while sign language interpretation is available province wide.</li><li>• <b>Virtual Health Visits (VHV):</b> is a type of remote spoken or sign language interpreting in which an interpreter joins a virtual health appointment between health care provider and a patient. It can be accessed through the meeting link on any virtual platform.</li></ul> <b>On-Demand (Available 24/7)</b> <ul style="list-style-type: none"><li>• <b>Over the Phone Interpreting (OPI):</b> is a type of remote spoken language interpreting that uses telephony technology to connect with interpreters. It enables parties to hear each other and is only used for spoken language interpreting. Click here for <a href="#">pls_bv_step_instructions</a>.</li><li>• <b>Video Remote Interpreting (VRI):</b> is a type of remote spoken or sign language interpreting that uses audio or video technologies when one or more of the interpreting parties are not present at the same location. <b>On-site interpreting is the preferred means of conducting an interpreting session for Deaf, Deaf-Blind and Hard of Hearing patients</b></li></ul>
<b>Tips:</b>	<b>Need to book multiple interpreter requests?</b> After submitting your first request, instead of selecting "New Request" for the next appointment, you can use the "Duplicate Request" option. This will pre-fill some of the information for you; simply update any details as needed. Alternatively, you can access the "Duplicate Request" option by opening a previous request under the <a href="#">Request History</a> tab.
<b>Contact:</b>	Your comment is important to us. Please complete the <a href="#">Feedback Form</a> . If you have any questions or concerns, please contact Language Services at <a href="mailto:languageservices@phsa.ca">languageservices@phsa.ca</a> .

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# Completing the PLS request form

When you start a new request, in the **Interpreting Session Information** section change the drop down from **In-person** to **Virtual Health Visit**. Once you have done this fill in any of the required information.

If you require a single spoken language, CART or multiple spoken language interpreters, include the Teams link in the meeting link field. If CART or multiple spoken language interpreters are needed you will need to configure some additional meeting settings (please see next page). If you have Zoom link please enter in Session location. If you require ASL, provide a Zoom meeting link here. If you don't have a Zoom for Healthcare account leave this field blank and a CSR will create a Zoom meeting link for you.

**Please use this form to request all pre-scheduled interpreting appointments.**

Username: VC South - Public Health | Organization: South Community CHO Public Health 6066

## New Request

PERSON COMPLETING THIS REQUEST FORM		REPORTING INFORMATION	
* First Name	<input type="text"/>	Service Area	South Community CHO Public Health 6066
* Last Name	<input type="text"/>		
* Phone Number	<input type="text"/>		
Phone Ext	<input type="text"/>		
* Email	<input type="text"/>		

### PATIENT INFORMATION

Number of Patients: ☒ Single Patient ☐ Multiple Patients ☐ Family Conference

\* First Name:  \* Last Name:  Patient ID#:

Phone Number 1:  Phone Number 2:  (e.g. chart, claim, or patient ID number)

Parent/Guardian:

\* Individual is: ☐ Deaf ☐ Hard of Hearing ☐ Deaf-Blind

### PROFESSIONAL ATTENDING SESSION

☐ Multiple Healthcare Professionals

Title/Job:  \* Name:  \* Email:

Phone Number:  Phone Ext:  Mobile Number:

Fax:

### INTERPRETING SESSION INFORMATION

\* Appointment Type:

\* Request Date:  Week Day:

\* Language:

\* Individual is: ☐ Deaf ☐ Hard of Hearing ☐ Deaf-Blind

Alternate Language:

Flexible Time: ☐ No ☒ Yes

**Choose a time range and duration for your appointment and we will call you back with the confirmed times.**

Scheduled Duration:  (in minutes)

Any Time Between:   and   (24 hour clock)

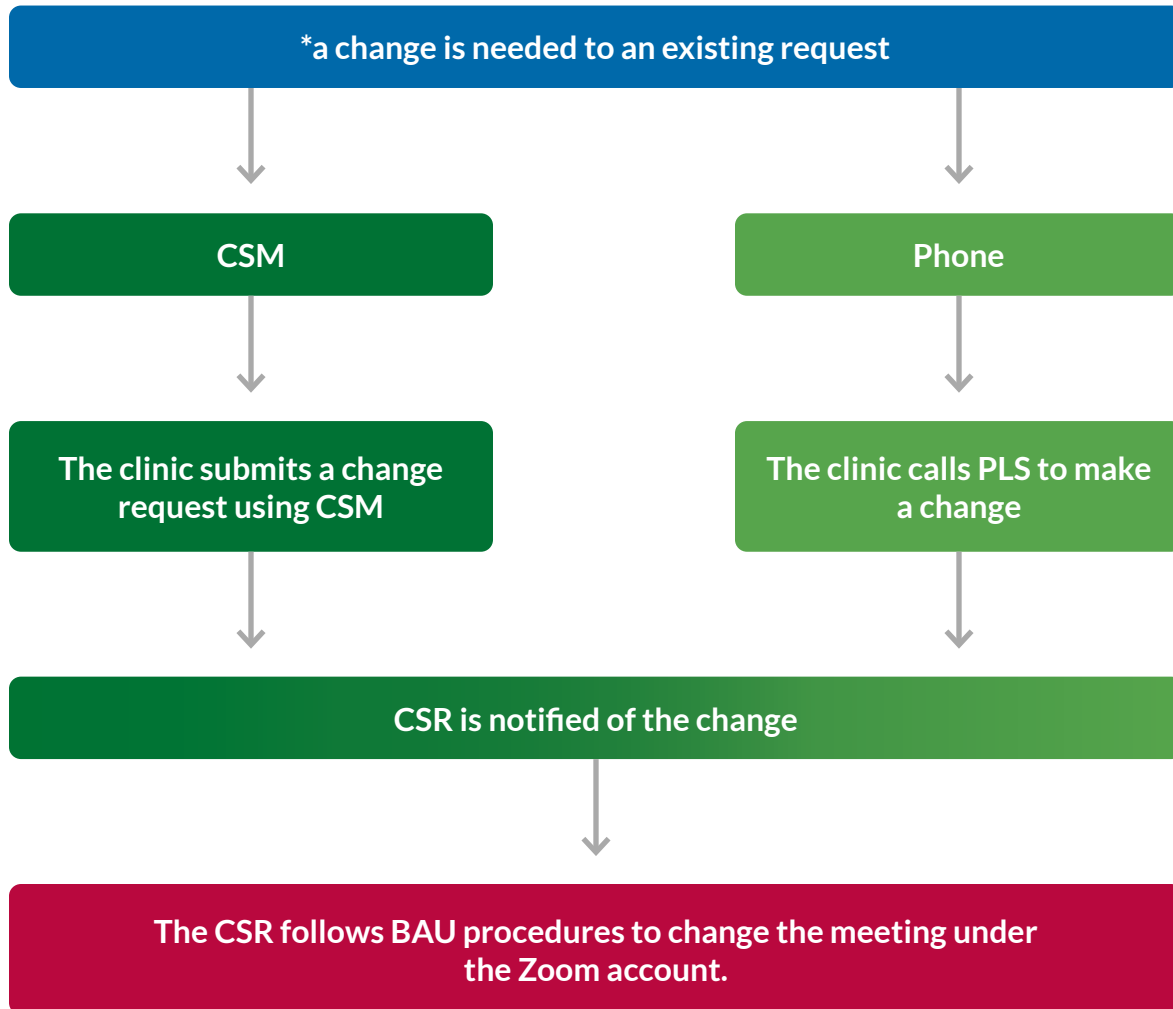
Meeting Link:

**Please enter a Zoom for Healthcare link, otherwise please leave this field blank. A PLS Rep will provide the link via email.**

Meeting ID (Optional):

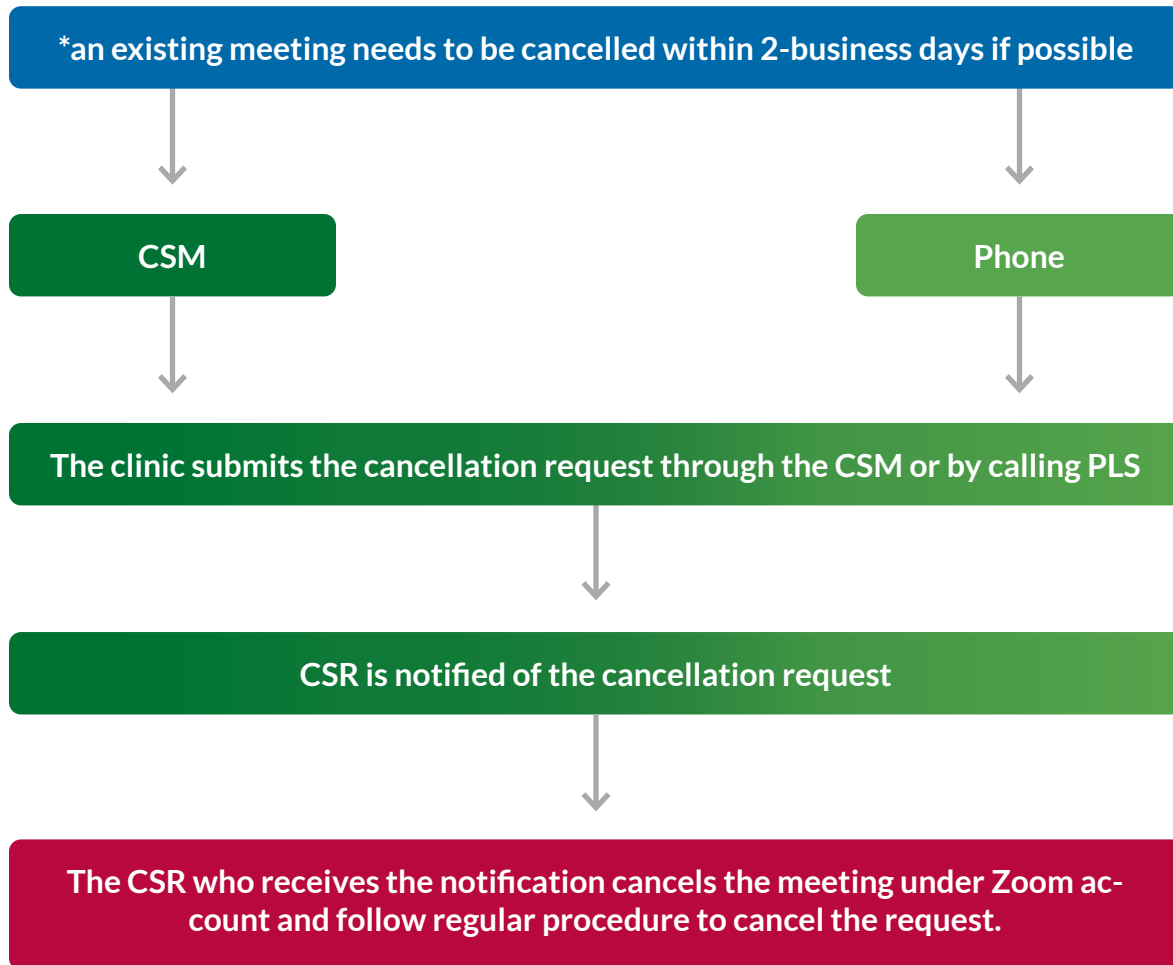
Password (Optional):

## Changing the scheduling of a PLS virtual visit



\*In the event that PLS needs to reschedule an interpreter, they will contact the HCP and propose a new date/time.

# Cancelling a PLS virtual visit request





# The day of the virtual visit - Zoom

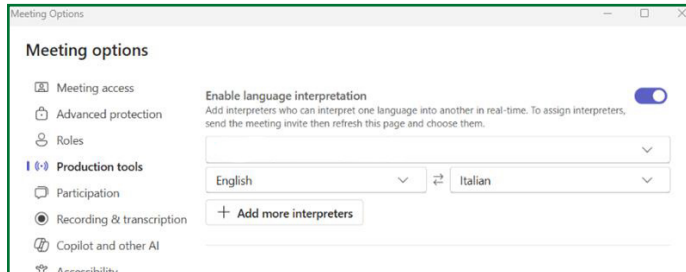
Before the virtual visit a CSR from PLS will start the meeting before the HCP joins. They will admit the health care provider into the meeting and make them the host.

**Please note:** it's very important that the health care provider identifies themselves by adding their role to their name when joining the meeting (e.g. dietician, mental health specialist) so the CSR can transfer host permissions to the correct person. The CSR will wait for 5 minutes max for the provider to join, then attempt to contact them. If the HCP is running late a clerk must join the meeting to advise PLS that they need more time. After waiting for 10 minutes if nobody joins the meeting will be cancelled.

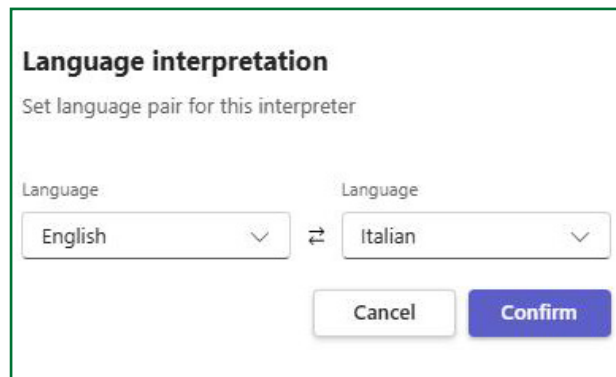
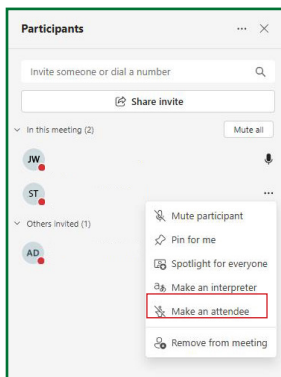
Once the health care provider has been given host permissions, the CSR will leave the meeting. The health care provider will then identify and admit the patient, ASL from the waiting room into the meeting, following their clinic's procedures.

# Scheduling requirements for multiple spoken language interpreters

1. Setup meeting options in Outlook.
  - a. When creating a Teams link, locate the meeting options menu. Here you will need to enable Language Interpretation. Assign [msl.interpreters@phsa.ca](mailto:msl.interpreters@phsa.ca) as the interpreter to enable interpretation options within the meeting, then during the meeting assign the correct participants as interpreters.



2. Request interpreters.
  - a. Follow the steps outlined on the previous page to complete the PLS form and schedule interpreters.
3. During the meeting:
  - a. The HCP will admit the multiple spoken language interpreters into the meeting.
  - b. PLS will instruct interpreters to add Interpreter and their language pairing to their name.
  - c. The HCP will then assign the interpreters to the appropriate language channel (e.g., English → [Target Language])
    - i. To do this, open the menu next to the person's name and select make an interpreter.
    - ii. Next, set the language pair for this interpreter.



- iii. You will now be able to see the language pair under the participant's name.

