Providing support for Zoom for Healthcare to:



Interpreters for virtual health visits

Purpose

Some patients and clients may require an interpreter for their Zoom virtual health visit. After <u>scheduling the virtual health visit</u>, the provider or scheduler can request interpreter services from the <u>Provincial Language Service (PLS)</u>.

Spoken language interpreters and sign language interpreters can be requested.

Requirements

- A PLS account* is required to request interpreter services.
 - If you need a PLS account, contact the PLS at 604-297-8400 or toll-free 1-877-BC TALKS (1-877-228-2557)
- Providers and support staff should request an interpreter as early as possible.
 However, interpreting services can be requested up to 15 minutes before the start of the virtual health visit.
 - In order to avoid late cancellation fees, please update and/or cancel requests at least 24 hours in advance when possible.

* Vancouver Coastal Health, Providence Health and Provincial Health Service Authority have access to the service under the lower mainland interpreting service consolidated service agreement.

Other Health Authorities, Doctors of BC and Community Living BC should connect directly with PLS at 604-297-8400 or toll-free 1-877-BC TALKS (1-877-228-2557) to access the service.

HealthLink BC should connect with their managers to connect to a phone interpreter.

Spoken and sign language interpreter

To request a spoken and sign language interpreter after scheduling the virtual health visit:

- 1. Scroll down to Invite Link.
- 2. Right-click the virtual health visit URL.
- 3. Click Copy link address.

PHSA Office of Virtual Health

Providing support fo	or Zoom for Healthca	ire to:	Provincial Health Servinces Authority Province-wide solutions. Better health. COLUMBIA COLUMBIA COLUMBIA
	Meetings Webinars	Торіс	Virtual health visit
	Recordings Settings	Time	Dec 7, 2020 09:00 AM Vancouver Add to Ottook Calendar (.ics) Yahoo Calendar
Account Profile Reports	Account Profile Reports	Meeting ID	653 6861 1251
		Security	✓ Passcode Show ✓ Waiting Room
	Attend Live Training Video Tutorials	Invite Link 2	https://phsa.zoom.us/i/653686112513pwd=enN4M1hXWXhmNINOTDNnTTivM28wZz09
	Knowledge Base	Video	Host Off Open link in new window
			Participant Off 3 Copy link address

- 4. Access the PLS <u>Online Booking System</u>.
- 5. Login using your PLS account.
- 6. Create a **new request** for a one-to-one visit.
 - Choose Virtual Visit as the Appointment Type.
 - Complete the **Request Date** and **Language**.
 - Paste the Zoom virtual health visit **meeting URL** into the **Meeting Link** field.

INTERPRETING SESSION INFORMATION						
* Appointment Type	Virtual Visit 🗸	* Meeting Link				
* Request Date	Week Day					
	(mm/dd/yyyy)	Meeting ID (Ontional)				
* Language	v	Dassword				
Alternate Language	¥	(Optional)				

- 7. Create a new request for a group visit.
 - Follow same steps as above
 - Choose "Multiple Patients" & "Multiple Healthcare Professionals"

PATIENT INFORMAT Number of Patients	TON O Single Patient	Multiple Patier	nts O Family Confe	rence	
Range	2 - 5 Patients	0 6 - 10 Patients	s 🔿 11 - 20 Patie	nts 🔿 > 20 Pati	ients
PROFESSIONAL AT	ENDING SESSION are Professionals			2	2
Title/Job	*	Name		Email	
Phone Number		Phone Ext		Mobile Number	
Fax					

• Select "Education/Group Session" under the Purpose

* PURPOSE OF APPOINTMENT	Г			
Assessment/Consultation	Cognitive Assessment	COVID Vaccination	Diagnostic Test	Education/Group Session
Emotional	End of Life Discussion	Family Conference	Follow Up	MAID - Action
MAID - Assessment	MAID - Information	MAID - Patient Documentation	Medical/Surgical Procedure	Medication Review
Palliative Care	Pre-Admin/Admitting	Pre-Surgery Prep Required	Rehabilitation	Serious Illness Conversatic
Therapy/Treatment	Treatment Plan/Review	Client Meeting	Document Review	Interview
Legal Hearing/Inquest				
Other Purpose				



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9. At the start of the virtual health visit, admit the interpreter from the waiting room and confirm their identity.



Providence