Teladoc Health™ Solo™

Interpretive Services

Quick Reference Guide

Teladoc™
HEALTH

Table of Contents

Interpretive Services Overview

Teladoc Health Interpretive Services let providers invite certified interpreters to Encounters to help patients communicate in their preferred language. Provider can configure patient demographics with their preferred languages or invite an interpreter during a live Encounter.

> **NOTE**: See MA-20171 Practitioner/Scheduler User Guide for more information about creating and conducting Encounters.

Interpretive Services Features

- Integrated into the Solo platform.

- Interpreters available in 60 seconds or less.

- Available in 65 languages.

- Integrated billing for customer usage on a per minute basis

- Wait time estimates are provided for interpreters.

- Interpreters available in 60 seconds or less.

- For providers, Interpretive Services are supported on the Windows and Mac Desktop Solo Apps, Solo on desktop and laptop browsers, WebView points, Connect Embedded, and the iPad Provider App.

- For patients, Interpretive Services are supported on Patient iPhone, iPad, and Android apps; the Solo Windows and Mac Desktop Patient apps; and on desktop and laptop browsers.

> **NOTE**: Currently, Interpretive Services are not supported on Teladoc Health Provider Access Software, Teladoc Health Devices, iPhone Provider App, or Solo on smartphone devices.

Dedicated Support for Interpretive Services

If you have questions or need technical support for Interpretive Services, call +1 (888) 457-7725, 24 hours a day, seven days a week.

> **NOTE**: For all other technical support calls, call 24/7 Live Phone Support at +1 (877) 484-9119.

Interpretive Services for Providers

Set a Preferred Language for a Patient

1. Search for or select the patient demographics you want to edit.

2. Click the patient's name to display his or her demographics.

3. Click the pencil icon to edit the demographics.

4. Scroll down to Preferred Language.

5. Select the preferred language from the dropdown or enter it. Matching names will be displayed as you type.

6. Click **Save**.

Selecting a Language While Creating an Encounter

Follow the steps below if the patient does not have a preferred language or you want to select another language.

1. While creating an Encounter, scroll down to Preferred Language.

2. Select the preferred language from the dropdown or enter it. Matching names will be displayed as you type.

3. After you have filled any other fields click **Confirm**.
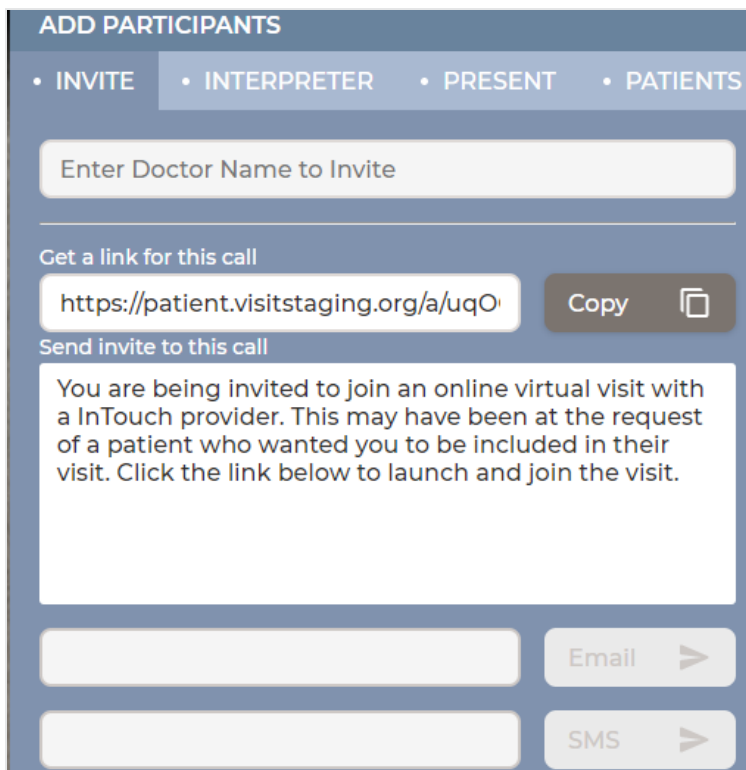
If you change your mind and do not want an interpreter, click the slider in the Patient Panel.

Inviting Interpreters During an Encounter

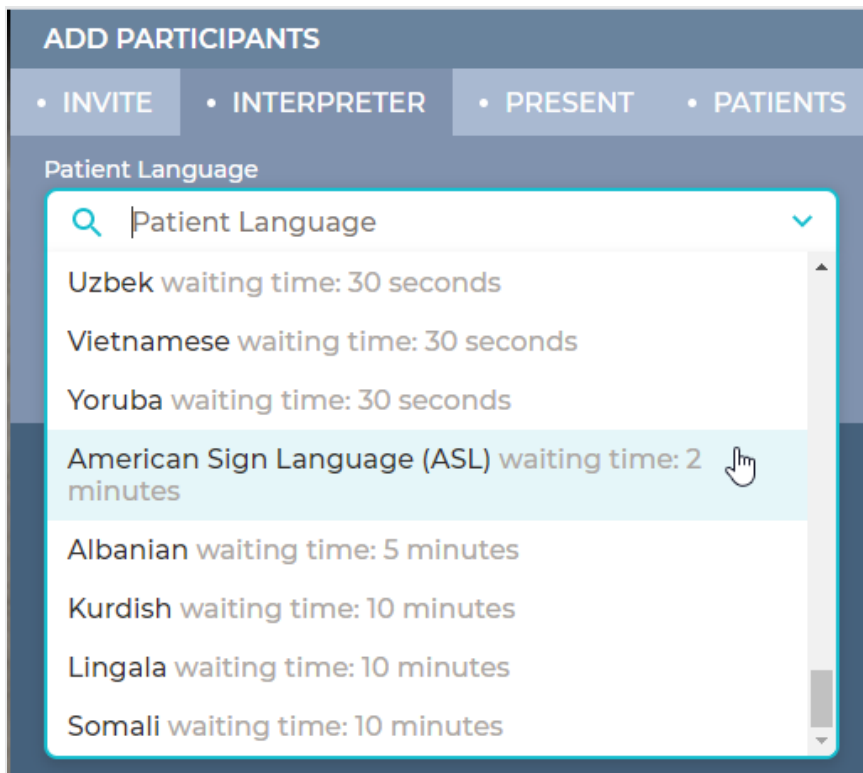> **NOTE**: You will only be able to invite interpreters who are currently available.

1. Click the Invite ( ) button.

2. Click **Interpreter**.

Select the preferred language from the dropdown or enter it. Matching names will be displayed as you type. You will be notified when the interpreter joins the Encounter.

Working with Interpreters During an Encounter

Working with interpreters during an Encounter is similar to working with guests and other providers.

- You can only invite one interpreter on a call. If there is already an interpreter on the call then you will not have the option to invite a new one. You can remove the interpreter from a call at any time, which will then give you the ability to add a new one. See **Inviting Interpreters During an Encounter**.

- Click the interpreter's thumbnail to expand their image.

- Dismiss the interpreter by clicking the ellipses (...) in their thumbnail and selecting **Remove**.

Contact Information

24/7 Live Technical Support

+1 (877) 484-9119

24/7 Live Remote Technical Support & Live Chat

https://intouchhealth.com/contact-us/

Email Support

ITHSupport@intouchhealth.com

Website

www.InTouchHealth.com

Teladoc Health User Manuals

https://intouchhealth.com/manuals/

Sales & Product Demos

(805) 562-8686

▟▙ InTouch Technologies, Inc.

7402 Hollister Avenue Goleta, CA 93117

Ph: +1.805.562.8686 · Fax: +1.805.562.8663

www.intouchhealth.com

LEARN MORE

TeladocHealth.com | engage@teladochealth.com

Teladoc.
HEALTH

About Teladoc Health
Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.