

# **Teladoc Health™ Solo™**

## **Interpretive Services**

### **Quick Reference Guide**

P/N: MA-20190-001

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# 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.

The screenshot shows a patient's profile for John Smith. On the left, the 'Preferred Language' dropdown menu is open, displaying a search bar and a list of languages: English, Spanish Interpreter Available, American Sign Interpreter Available (highlighted with a mouse cursor), Arabic Interpreter Available, Chinese, Hindi, French, Korean, and Vietnamese Interpreter Available. On the right, the patient's name 'Smith, John' is displayed with contact icons. Below the name, patient details include Gender M, Age 71, DOB 01/01/1950, and MRN 125569. A section titled 'All Encounters' shows a table with columns for 'Encounters (38)', 'Upcoming', and 'Episodes (1)'. Three encounter entries are visible, each with a title and a date/time stamp, and a right-pointing arrow.

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.

The screenshot shows the patient encounter creation form. The 'Patient Search' bar at the top contains 'Johnny Smith'. The 'Name / ID' field also contains 'Johnny Smith'. The 'Waiting Room' is set to 'Goleta Hospital'. The 'Date' is '02/03/2021', 'Start Time' is '12:23 PM', and 'End Time' is '12:38 PM'. The 'Preferred Language' dropdown is open, showing a search bar with 'Ame' and a list of options: 'American Sign Interpreter Available', 'Pidgin (Cameroonian)', 'Vietnamese Interpreter Available', and '+ Add Language Ame'. The 'Confirm' button is at the bottom right. On the right side, the patient's profile is visible, showing 'Smith, Johnny' and 'Solo ID 435731'. The 'All Visits' section shows 'There are no visits for this patient'.

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**.

Q Patient Search Practitioner 

---

**Goleta Hospital** X

**Appointment**

**Johnny Smith**


Reason(s) for Visit

Wednesday, Feb 03, 2021,  
01:23 PM


Scheduled Cancel



**Share**

URL for the recipient

Copy 

Email Invitation

Send 

**Smith, Johnny**  

Gender U    Age -    DOB -    Solo ID 435731

Preferred Language

Include an interpreter for **American Sign** in this call.


Search Patient Imaging Q

[< All Visits \(1\)](#)

Visit [Details](#)

Need reason for visit

02/03/2021 01:23 PM Scheduled

 **Alert for Bedside Assistance**

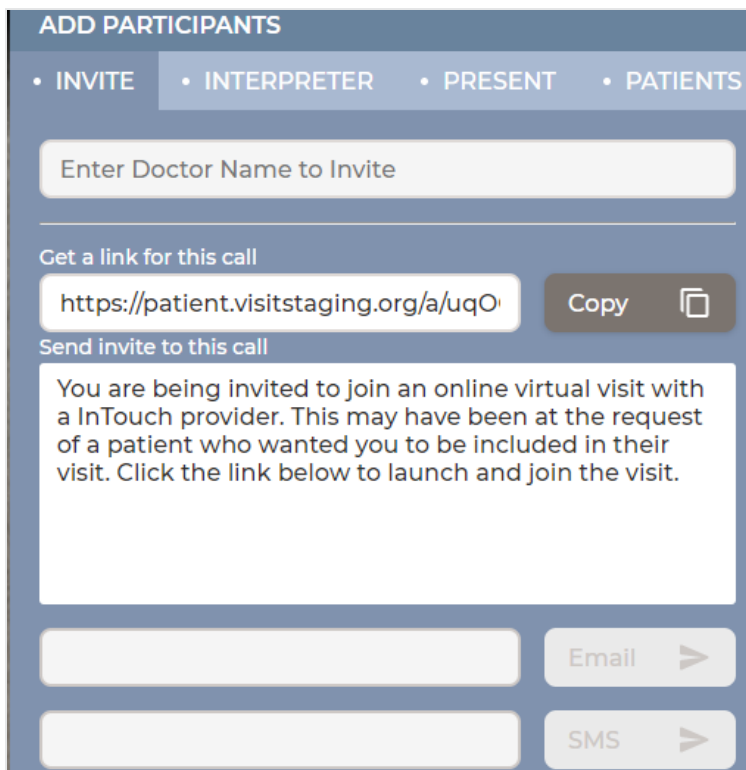
Solo Visit ID  
450481

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.

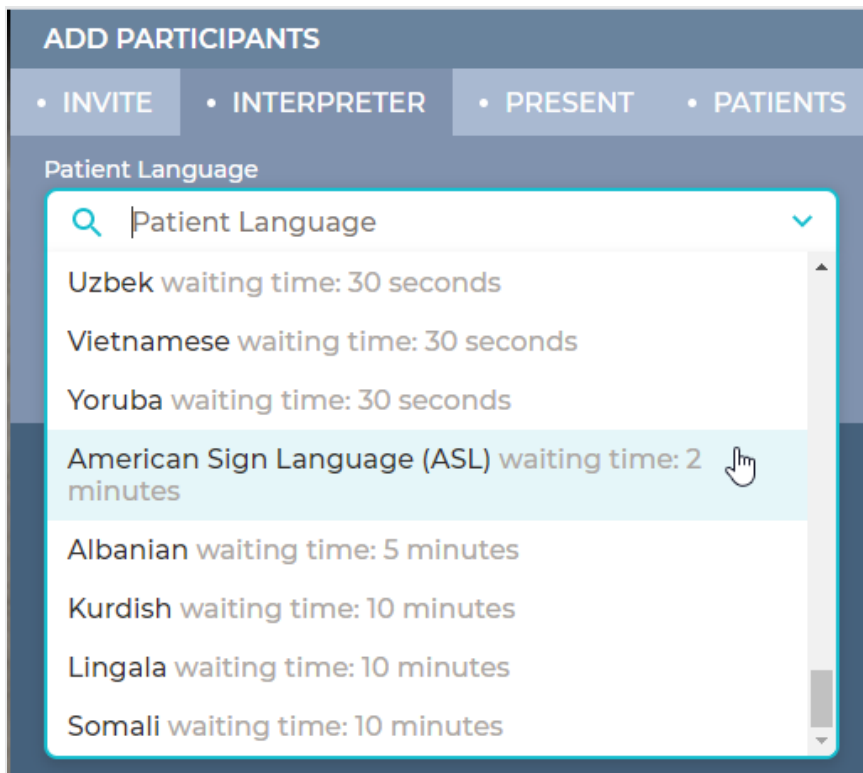
1. Click the Invite () button.



The screenshot shows a user interface for adding participants to a call. At the top, there is a header 'ADD PARTICIPANTS' with four tabs: 'INVITE', 'INTERPRETER', 'PRESENT', and 'PATIENTS'. The 'INVITE' tab is currently selected. Below the tabs is a text input field labeled 'Enter Doctor Name to Invite'. Underneath, there is a section titled 'Get a link for this call' which contains a text box with the URL 'https://patient.visitstaging.org/a/uqO' and a 'Copy' button with a copy icon. Below that is a section titled 'Send invite to this call' which contains a text box with the message: 'You are being invited to join an online virtual visit with a InTouch provider. This may have been at the request of a patient who wanted you to be included in their visit. Click the link below to launch and join the visit.' At the bottom of the interface, there are two rows of input fields. The first row has an empty text input field followed by an 'Email' button with a right-pointing arrow. The second row has another empty text input field followed by an 'SMS' button with a right-pointing arrow.

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.

The screenshot displays a video encounter interface. On the left, a large video window shows Johnny Smith, the patient. On the right, a vertical stack of three smaller video thumbnails shows Johnny Smith, Betty Johnson (the interpreter), and Dr. Hamilton (the provider). Callouts with arrows point to each thumbnail: 'Patient Thumbnail' points to Johnny Smith, 'Interpreter Thumbnail' points to Betty Johnson, and 'Provider Thumbnail' points to Dr. Hamilton. To the right of the thumbnails is a patient profile card for Johnny Smith, including fields for Gender, Age, DOB, and Solo ID (558561), a search bar for patient imaging, and a list of visits. The bottom of the interface features a control bar with icons for AV Settings, Participants, Mute Video, Mute, End Session, Share, Invite, Chat, Support, and Profile.

- 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](mailto:ITHSupport@intouchhealth.com)

## Website

[www.InTouchHealth.com](http://www.InTouchHealth.com)

## Teladoc Health User Manuals

<https://intouchhealth.com/manuals/>

## Sales & Product Demos

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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.