

Mount Sinai Health System

Epic Tip Sheet

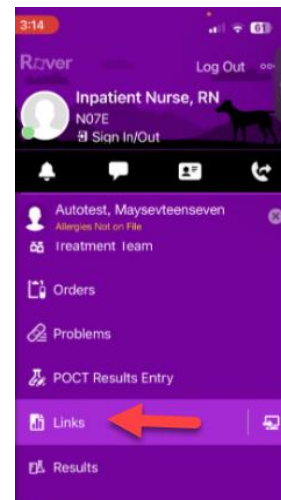
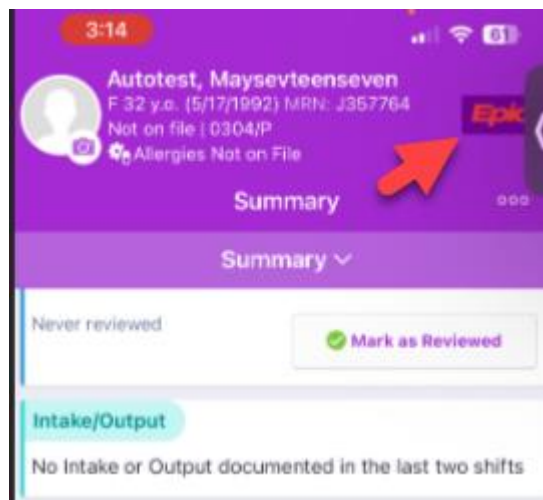


Rover Language Line

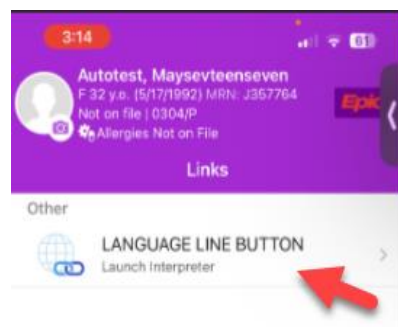
Users Impacted by the Change: Nurses

1. OPEN PATIENT IP ENCOUNTER.

Find your patient and open the IP encounter. Select the Epic button on the top right and scroll down to the links activity



Select Language Line to launch the Interpreter access



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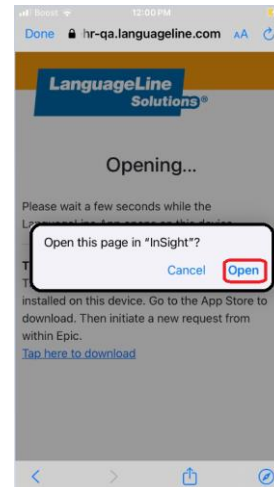
2. LANGUAGE LINE

Language line launch screen should open.

- Confirm/select appropriate language
- Confirm the patient name and click on “Find Interpreter” to launch the language line application.
- A default language will populate based on the patient’s preferred language as entered in Preferred Language Field of the patient demographics.
- Click into the language field, and scroll to find a different language, if needed.
- Once you have the correct language populated, click Find Interpreter.

YOUR DEVICE’S BROWSER WILL ASK FOR PERMISSION TO OPEN THE INSIGHT PAGE.

Click “Open” to launch the interpreter call.



3. THE FINDING INTERPRETER WINDOW WILL REMAIN UNTIL AN AVAILABLE INTERPRETER JOINS THE CALL VIA AUDIO CALL.



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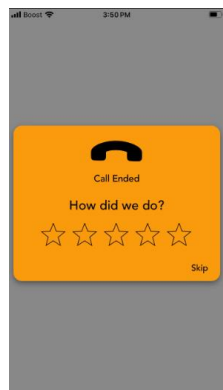
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4. WHEN THE INTERPRETER JOINS, BEGIN WORKING WITH YOUR INTERPRETER.
No opening questions are needed when interpreters are requested via Epic.



5. WHEN THE CALL ENDS YOU CAN SKIP OR TAKE THE SURVEY.



6. THE CALL INFORMATION IS AUTOMATICALLY DOCUMENTED IN THE LANGUAGE FLOWSHEET.

Telephone/Video Remote Interpreter	
Interpreter Language	Spanish
Interpreter ID#	122546
Interpreted for	Assessment; Treatment
Reference Number	598696754625
Call Duration (Minutes)	2