

Mount Sinai Health System

Epic Tip Sheet



LanguageLine Using Haiku/Canto

Inpatient Clinical Staff & ED Clinical Staff

FOLLOW THESE STEPS TO CALL INTERPRETERS FOR YOUR PATIENTS

(THE LANGUAGELINE INTERPRETER DATA WRITE BACK FEATURE IS CURRENTLY AVAILABLE VIA HAIKU/CANTO WITHIN OUR INPATIENT AREAS AND THE EMERGENCY DEPARTMENTS).

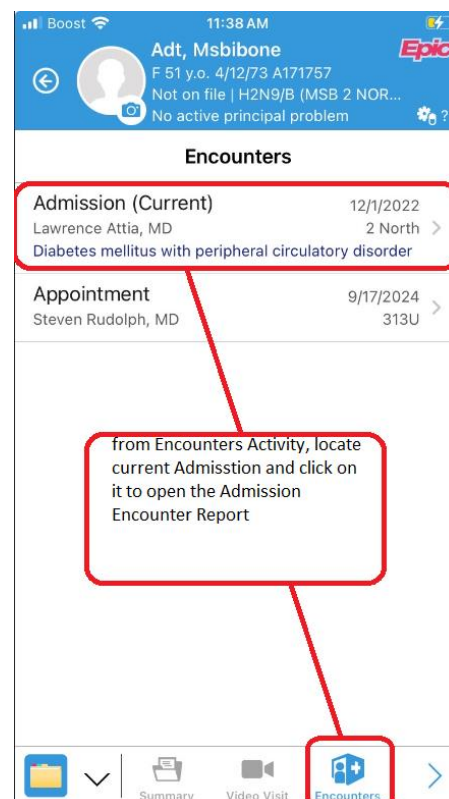
YOUR PATIENT MUST HAVE A CURRENT ADMISSION OR ED ADMISSION TO USE THIS SERVICE.

IF you are working from your own personal device, you will need to download and install the INSIGHT app from LanguageLine prior to using Interpreter Services. Only download and install, no configuration is needed.

Locate and download the app



1. LOCATE THE ADMISSION ENCOUNTER FOR YOUR PATIENT.



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2. WITHIN THE ADMISSION ENCOUNTER OPEN, THEN CLICK THE LANGUAGELINE INTERPRETER BUTTON.

Adt, Msbibone
F 51 y.o. 4/12/73 A171757
Not on file | H2N9/B (MSB 2 NOR...
No active principal problem

< Back **Admission (Current)**

Zoom
Zoom Call

Language Line
Language Line Interpreter

Admission (Current)
Lawrence Attia, MD 12/1/2022 - present (706 days)
Last Attending
[Jump to Directory](#) Mount Sinai Brooklyn
PATIENT CLASS
Inpatient

Hospital Problem List
HOSPITAL
Diabetes mellitus with peripheral circulatory disorder [E11.51]

Summary Video Visit Encounters

3. THE LANGUAGELINE SOLUTIONS PAGE WILL OPEN, YOU WILL BE ASKED TO CONFIRM THE REQUEST.

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.

Done hr-qa.languageline.com AA

LanguageLine Solutions®

Please Confirm Your Request

Language
Spanish (audio)

Patient Name
Msbibone Adt

Find Interpreter

< > Share Location

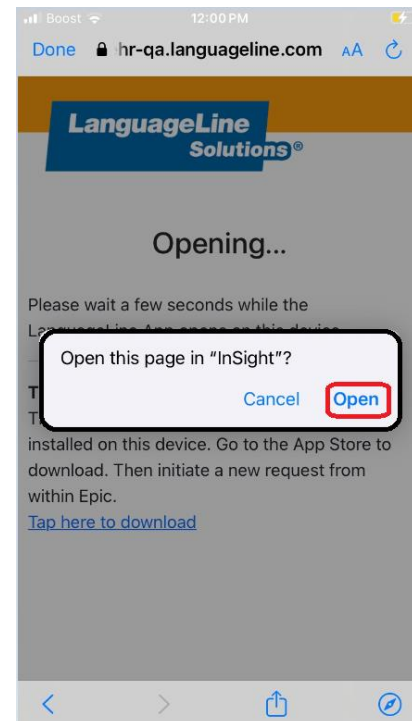
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4. YOUR DEVICE'S BROWSER WILL ASK FOR PERMISSION TO OPEN THE INSIGHT PAGE.

Click "Open" to launch the interpreter call.



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



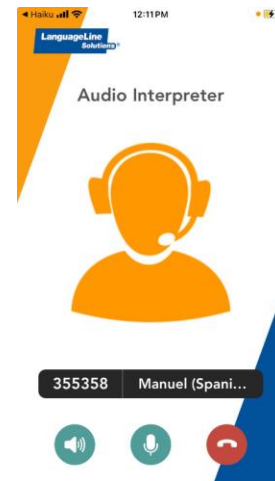
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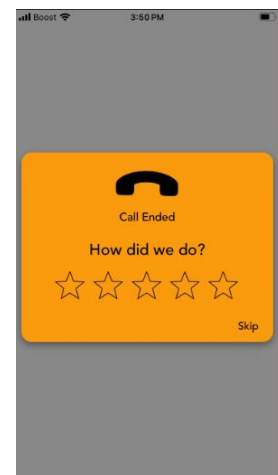


6. WHEN THE INTERPRETER JOINS, BEGIN WORKING WITH YOUR INTERPRETER.

No opening questions are needed when interpreters are requested via Epic.



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



8. A CALL CONFIRMATION WINDOW POPS UP. CLOSE THE BROWSER AS YOU NORMALLY WOULD ON YOUR DEVICE AND RETURN TO HAIKU/CANTO.



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9. THE CALL INFORMATION IS DOCUMENTED BY THE INTERPRETER IN THE LANGUAGE FLOWSHEET.

Find interpreter's name, interpreter ID#, and Reason for Interpretation filled under the Telephone/Video Remote Interpreter flowsheet section

The screenshot shows the Epic mobile app interface. At the top, a patient header for 'Adt, Msbibone' is visible. Below this, the 'Flowsheets' tab is selected and highlighted with a red box. Under the 'Flowsheets' tab, the 'Language' section is highlighted with a red box. Within the 'Language' section, the 'Telephone/Video Remote Interpreter' section is highlighted with a red box. This section contains the following information:

- Admission (Current) from 12/1/2022 in MSB 2 North
- Face to Face Interpreter
- Interpreter Name (Tap to enter data)
- Interpreted for (Tap to enter data)
- Telephone/Video Remote Interpreter (highlighted with a red box)
- Interpreter Language: Spanish
- Interpreter ID#: 122345
- Interpreted for: Assessment; Treatment; Co...

The bottom of the screen shows a navigation bar with icons for 'Education', 'Inf & Iso', and 'Flowsheets'.