A Resource for Schedulers

Scheduling Interpretation Services for Virtual Appointments

This tip sheet is to support schedulers requesting interpretation services for virtual appointments from the Interpretation and Translation Services department at UHN.

Contents

1.0 Phone Appointments: Requesting Interpretation Services

You can request interpretation services for phone appointments.
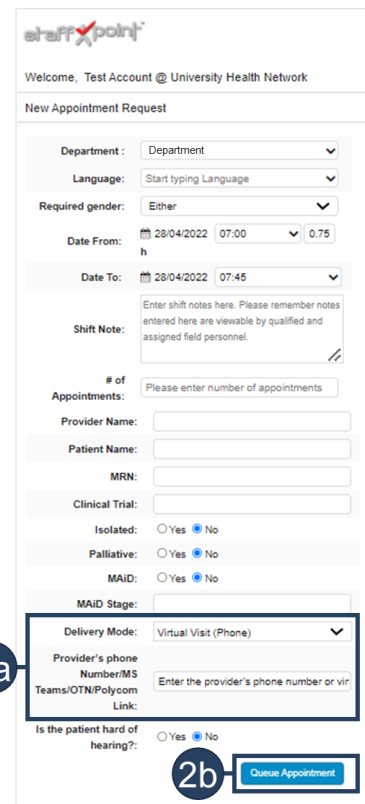
1.	Login to Staffpoint

After scheduling the appointment in Epic:
a. Launch *Staffpoint* (uhn.staffpoint.ca**)**
b. Login with your credentials

Note. For last minute appointments, please call 647-203-6972

2.	Complete a new appointment request

a. Complete the new appointment request as per your usual process with the following differences:
- *Delivery Mode*: Select **Virtual Visit (Phone)**
- *Provider's Phone Number/MS Teams/OTN/Polycom Link*: Enter the phone / conference call number
b. Select *Queue Appointment*

Need help? Please contact UHN Service Desk by calling 416-340-4800 ext. 4357 (H.E.L.P.) or connect to the Virtual Care Team directly via email at virtualcare@uhn.ca

2.0 Microsoft Teams Appointments: Requesting Interpretation Services

You can request interpretation services for Microsoft Teams video appointments.

| **1.**	**Login to Staffpoint**

After scheduling the appointment in Epic:

a. Launch *Staffpoint* (uhn.staffpoint.ca**)**
b. Login with your credentials

Note. For last minute appointments, please call 647-203-6972

| **2.**	**Copy the Microsoft Teams link**

a. Select the *Schedule* icon from the top left ribbon
b. Select the *Date* of the appointment that requires an interpreter
c. Double click the patient appointment that requires an interpreter to open the patient chart
d. Click the *Connect to Video* tab in the patient chart
c. Click *the Copy to Clipboard* button

Note. The *Connect to Video* tab is only available 7 days in advance of the appointment
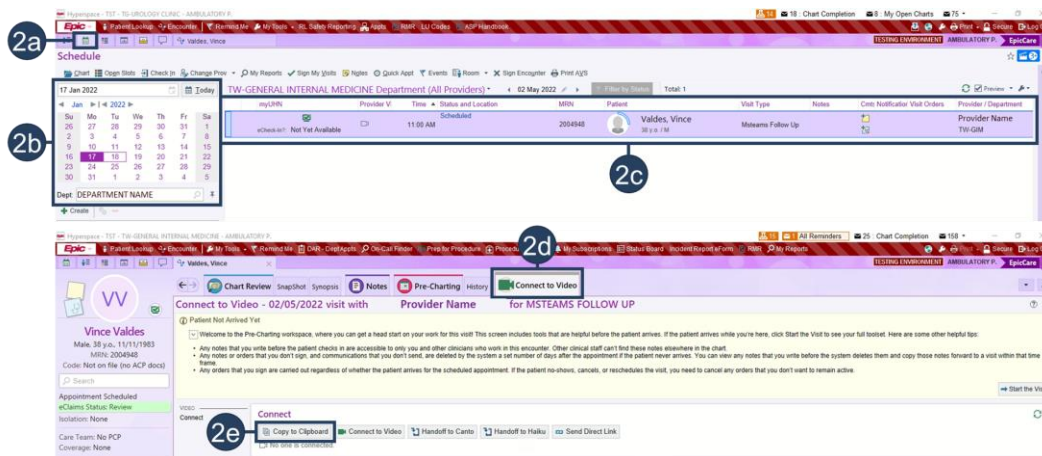
3.	**Complete a new appointment request**

a. Complete the new appointment request as per your usual process with the following differences:
  - *Delivery Mode*: Select **Virtual Visit (MS Teams)**
  - *Provider's Phone Number/MS Teams/OTN/Polycom Link*: Paste the Microsoft Teams link
b. Select *Queue Appointment*
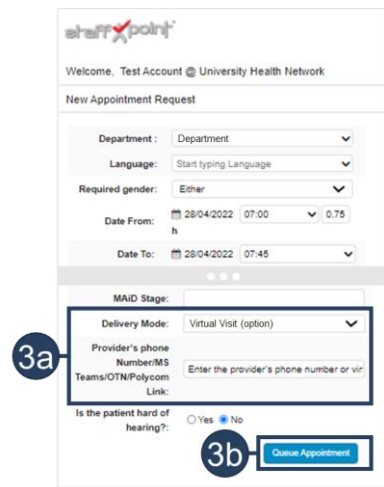
Need help? Please contact UHN Service Desk by calling 416-340-4800 ext. 4357 (H.E.L.P.) or connect to the Virtual Care Team directly via email at virtualcare@uhn.ca

3.0 OTN Invite Appointments: Requesting Interpretation Services

You can request interpretation services for OTN appointments.

1.	Login to Staffpoint

After scheduling the appointment in Epic:
a. Launch *Staffpoint* (uhn.staffpoint.ca**)**
b. Login with your credentials

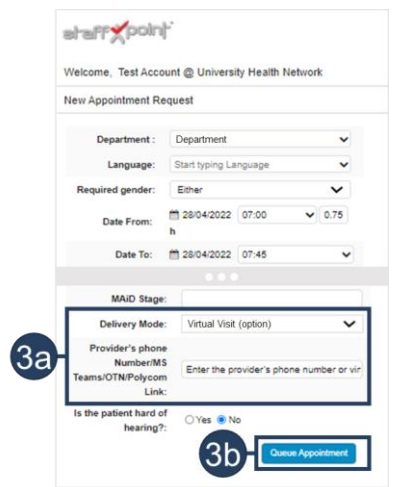**Note.** For last minute appointments, please call 647-203-6972

2.	Copy the OTN Invite link

a. Login to OTNHub (https://otnhub.ca/) as per your usual process
b. Select the *Date* the appointment that requires an interpreter on the clinician's calendar
c. Click the clinical event for the patient appointment that requires an interpreter from the left-hand panel to open the *Event Detail* page
d. Copy the *Guest URL* under the *External Connection Methods* section
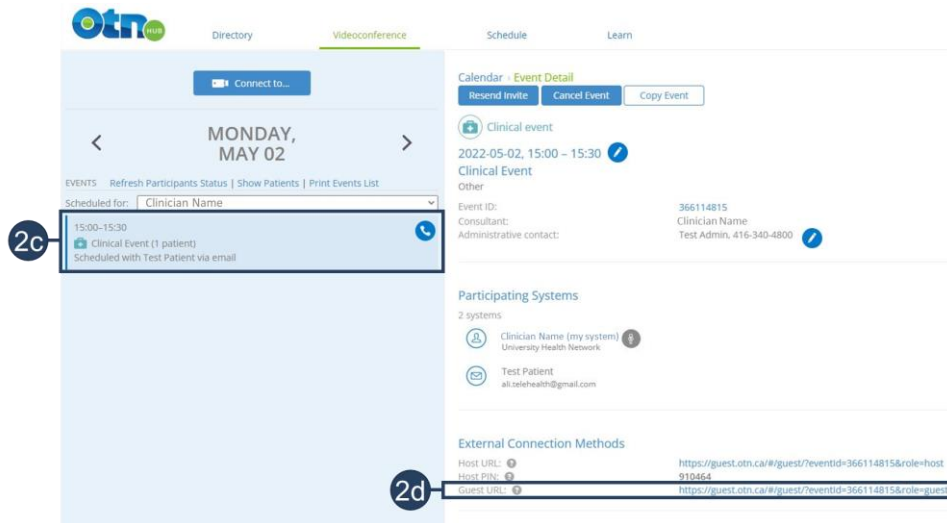
3.	Complete a new appointment request

a. Complete the new appointment request as per your usual process with the following differences:
   - *Delivery Mode*: Select **Virtual Visit (OTN)**
   - *Provider's Phone Number/MS Teams/OTN/Polycom Link:* Paste the OTN Invite link
b. Select *Queue Appointment*

Need help? Please contact UHN Service Desk by calling 416-340-4800 ext. 4357 (H.E.L.P.) or connect to the Virtual Care Team directly via email at virtualcare@uhn.ca