

## Virtual Care Interpretation and Translation Services Instructions

Interpretation and Translation Services can be booked for virtual care (i.e. telephone and videoconferencing visits).

Below are booking instructions for each virtual care delivery platform:

[OTNhub Visit](#)

[MS Teams Visit](#)

[Telephone Visit](#)

### OTNhub Visit - Interpretation and Translation Services Booking Instructions:

#### 1. Book the interpreter via [Staffpoint](#) (uhn.staffpoint.ca)

Select *Remote (OTN/Phone)* from the Delivery Mode drop-down menu.

For last minute appointment, please call 647-203-6972.

Isolated:	No
Palliative:	No
Requestor's phone number:	416 603 5555
Call Back Number:	416 719 0000
MAID:	No
MAID Stage:	1
Wait time:	1
End time:	0
Delivery Mode:	Remote (OTN/Phone)

Edited: 26 Mar, 2020 15:29 by Maria Anna Calamia

#### 2. Provide the OTNInvite link

Provide the OTNInvite link in the Shift Notes.

Once your request has been submitted, please wait for Interpretation and Translation Services to confirm the interpreter before proceeding to step 3.

- A confirmed interpreter can be distinguished by a blue icon in Staffpoint.

Welcome, MAC MAC

New Appointment Request

Department: Start typing Hospital Name

Language: Start typing Language

Gender: Either

Date From: 10/11/2016 07:00 2 h

Date To: 10/11/2016 09:00

Shift Note: Enter shift notes here. Please remember notes entered here are viewable by assigned field personnel.

# of Appointments: Please enter number of appointments

Queue Appointment

#### 3. Email OTNInvite to the assigned interpreter

Once Interpretation and Translation Services has confirmed the interpreter, the interpreter's email address will be available in the notes.

Email the OTNInvite to the interpreter.

Appointment ID: 119836 [Go Back](#)

Appointment ID: 119836 [Print](#)

Status: Assigned

Hospital: Toronto General Hospital

Department: 14ES - General Internal Medici...

Language: CDN - Canadian

Requested by: Not specified

Requested On: 29/03/20 15:29

Assigned on: 29/03/20 15:29

Assigned by:

Duration: 1.00 hours

Time: 29/03/20 09:00 - 29/03/20 10:00 [CF](#)

[Appointment Details](#)

Interpreter [Dispatch Details](#) [View notification log](#)

Billing #: Hourly [+](#)

Pay rate: \$29.00/h [CF](#) Bill rate: \$27.00/h [CF](#)

Notes [New Note](#) [View All Appointment Notes](#)

email address for OTN Invite

lesley.afs@gnshospital.com

Created: 26 Mar, 2020 15:30, by Maria Anna Calamia In Category: General

**Congratulations: Interpretations Services is now scheduled for the OTNhub virtual visit!**

## MS Teams Visit - Interpretations and Translation Services Booking Instructions:

### 1. Book the interpreter via [Staffpoint](http://uhn.staffpoint.ca) ([uhn.staffpoint.ca](http://uhn.staffpoint.ca))

Select *Remote (OTN/Phone)\** from the Delivery Mode drop-down menu.

For last minute appointment, please call 647-203-6972.

\*Note: an MS Teams specific *Delivery Mode* option may be added in the future

Isolated:	No
Palliative:	No
Requestor's phone number:	416 603 5555
Call Back Number:	416 719 0000
MAID:	No
MAID Stage:	1
Wait time:	1
End time:	0
Delivery Mode:	Remote (OTN/Phone)

Edited: 26 Mar, 2020 15:29 by Maria Anna Calamia



### 2. Receive the Staffpoint Appointment ID

Once your request has been submitted, an *Appointment ID* will be created in Staffpoint.

Note the *Appointment ID* for the request.



Appointment ID: 119836 Go Back

Appointment ID:	119836
Status:	Assigned
Hospital:	Toronto General Hospital
Department:	14ES - General Internal Med...
Language:	CDN - Canadian
Requested by:	Not specified
Requested On:	26/03/20 15:29
Assigned on:	26/03/20 15:29
Assigned by:	
Duration:	1.00 hours
Time:	29/03/20 09:00 - 29/03/20 10:00

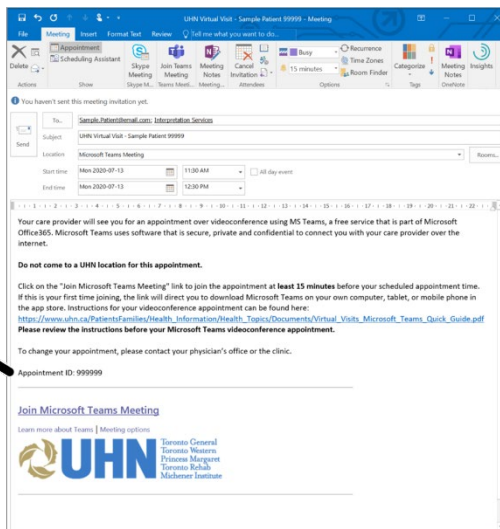
Interpreter  
Dispatch Details  
View notification log

### 3. Share the MS Teams invite with Interpretation and Translation Services

CC [interpretationservices@uhn.ca](mailto:interpretationservices@uhn.ca) in the MS Teams invitation.

**Using Outlook:** Include the Staffpoint *Appointment ID* in the body of the invitation body

**Using MS Bookings:** Include the Staffpoint *Appointment ID* in the *Staff Notes* of the Booking



UHN Virtual Visit - Sample Patient 99999 - Meeting

Subject: UHN Virtual Visit - Sample Patient 99999

Location: Microsoft Teams Meeting

Start time: Mon 2020-07-13 11:00 AM

End time: Mon 2020-07-13 12:00 PM

Your care provider will see you for an appointment over videoconference using MS Teams, a free service that is part of Microsoft Office365. Microsoft Teams uses software that is secure, private and confidential to connect you with your care provider over the internet.

Do not come to a UHN location for this appointment.

Click on the "Join Microsoft Teams Meeting" link to join the appointment at least 15 minutes before your scheduled appointment time. If this is your first time joining, the link will direct you to download Microsoft Teams on your own computer, tablet, or mobile phone in the app store. Instructions for your videoconference appointment can be found here: [https://www.uhn.ca/Patient/CanadianHealth/Information/Health\\_Teams/Documents/Virtual\\_Visits\\_Microsoft\\_Teams\\_Quick\\_Guide.pdf](https://www.uhn.ca/Patient/CanadianHealth/Information/Health_Teams/Documents/Virtual_Visits_Microsoft_Teams_Quick_Guide.pdf)

Please review the instructions before your Microsoft Teams videoconference appointment.

To change your appointment, please contact your physician's office or the clinic.

Appointment ID: 999999

Join Microsoft Teams Meeting



Send Discard

When you click Send, a confirmation will be sent to jane.doe@uhn.ca.

Service details

UHN Online Appointment

Start: 2020-06-03 8:00 AM

End: 2020-06-03 8:15 AM

All day event

Buffer time your customers can't book: Off

Our office address

Price not set

Appointment ID: 999999

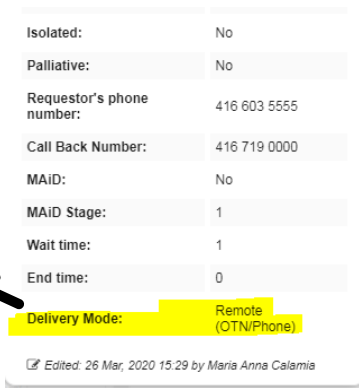
**Congratulations: Interpretations Services is now scheduled for the MS Teams virtual visit!**

## Telephone Visit - Interpretations and Translation Services Booking Instructions:

### 1. Book the interpreter via [Staffpoint](http://uhn.staffpoint.ca) ([uhn.staffpoint.ca](http://uhn.staffpoint.ca))

Select *Remote (OTN/Phone)* from the Delivery Mode drop-down menu.

For last minute appointment, please call 647-203-6972.

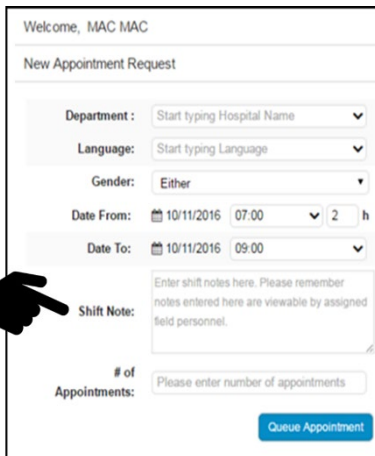


Isolated:	No
Palliative:	No
Requestor's phone number:	416 603 5555
Call Back Number:	416 719 0000
MAiD:	No
MAiD Stage:	1
Wait time:	1
End time:	0
Delivery Mode:	Remote (OTN/Phone)

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### 2. Share phone/conference call number with the assigned interpreter

Provide the phone/conference call number in the *Shift Notes*.



Welcome, MAC MAC

New Appointment Request

Department: Start typing Hospital Name

Language: Start typing Language

Gender: Either

Date From: 10/11/2016 07:00 2 h

Date To: 10/11/2016 09:00

Shift Note: Enter shift notes here. Please remember notes entered here are viewable by assigned field personnel.

# of Appointments: Please enter number of appointments

Queue Appointment

**Congratulations: Interpretations Services is now scheduled for the telephone virtual visit!**

### Questions/Concerns?

Contact Interpretation and Translation Services: [interpretationservices@uhn.ca](mailto:interpretationservices@uhn.ca)