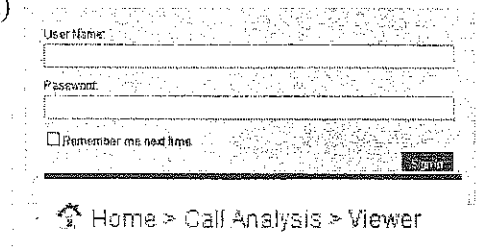


American Sign Language Interpretation Services

Accessing an American Sign Language Interpreter

- Plug the power cord into the wall- keep it plugged in during use
- Turn on the laptop (power button located near green dot sticker)
- Log into the system as nwshared and password: nwshared
- Double Click ASL (Cyracom Account Management)
- Log into Account Management
 - Username: VRI@nwhc.net
 - Password: nwhvideo1

- Click on the Home link located far left of the screen
- Click on the Video Remote Interpretation (VRI) Link on the left side of the screen.
- Type in your location
- Type in patient's Medical Record Number



Video Remote Interpretation (VRI)
 Start a VRI session right from your computer (camera and microphone required).

Please Note: If the location and the patient's Medical Record Number is not typed in the session will not start.

Additional Session Information



- Click "Start Session" and wait for the Interpreter.
- While waiting for the interpreter, you are able to adjust the size of the screen on the lower-right corner of the video box. Click the box and go to the top option that appears as an "X". This will enlarge the screen
- Always speak to the patient directly (as if the interpreter is not there).
- Interpreter will give you their ID number. Note in chart or patient's record.
- Introduce yourself to the Cyracom Client Service Representative: State your name and the name of hospital
- Speak in short sentences. One question at a time, etc
- Connection time can range from 2 – 5 minutes

If you need assistance, please contact Josefa Martinez, Patient Navigator 914-666-1289 or Beeper 301

During non-business hours please page the Nursing Supervisor Beeper 516

For assistance with the Cyracom Software please contact

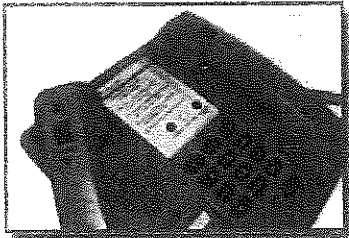
Josefa Martinez, Patient Navigator 914-666-1289 or Beeper Number 301

For more immediate assistance please contact Cyracom 24/7 at 1800- 481- 3289

NWH Account Number: 501-01-3389

Northern Westchester Hospital 24/7 Language Interpretation Services

***For interpretation assistance please call
the Patient Navigator at X1289 or the Patient Advocate at X1951***



The dual handset phone is specifically designed for medical interpretation. With the touch of a few buttons, a health care provider can have an interpreter on the line instantly. Accessing the services is like having trained on-site medical interpreters at your disposal 24 hours a day, every day, in more than 150 languages. The dual headset allows both the patient and the caregiver to hear the conversation simultaneously. Each blue phone is automatically programmed with the account number and pin. Directions for use are located on the phone itself. Blue phones are located on each patient unit and department.

Accessing a Cyracom Language Interpreter Using a Hospital or Office Telephones

Patient is present and you would like to use a hospital/office phone to access an interpreter:

1. **Dial 1-800-481-3293**
2. Enter the **Account Number 501-01-3389**
3. Enter the **PIN # 5503**
4. **Select a language** by saying the language required
5. **Press 2** to decline the prompt to include another person in the conversation
6. Greet the interpreter and inform the interpreter that you have a person here that need interpretation services and that you do not have a dual headset. If your phone has a speaker phone, you may use that; if not, the receiver will need to be passed between you and the patient.

You need to call a patient/family member that needs an interpreter using a hospital/office phone:

1. **Dial 1-800-481-3293**
2. Enter the **Account Number 501-01-3389**
3. Enter the **PIN # 5503**
4. **Select a language** by saying the language required
5. **Press 1** to add a third party to the line.
6. **Press 1 again** if the person is within the USA or Canada
7. **Enter the area code and telephone number** of the patient/family member
8. Greet the interpreter and state that you are adding a third party
9. **Press 1** to connect-you will hear a beep when the third party has entered the call
10. The interpreter will greet the third party in their language and begin the call

You are on a phone with a patient/family and realize that you need an interpreter – **Conference in** the interpreter while you remain on a hospital/office phone with the patient/family

1. Inform the patient that you are going to call an interpreter "*Un momento, voy a llamar a un interprete.*"
2. Press the "**Conference Button**" on the phone
3. When you hear a dial tone, dial **1-800-481-3293**
4. Enter the **Account Number 501-01-3389**
5. Enter the **PIN # 5503**
6. **Select a language** by saying the language required
7. **Press 2** to decline the prompt to include another person in the conversation
8. Greet the interpreter and state that you are conferencing in another person.
9. Press the "**Conference Button**" to connect all parties
10. Inform the interpreter all parties are connected and begin the call.