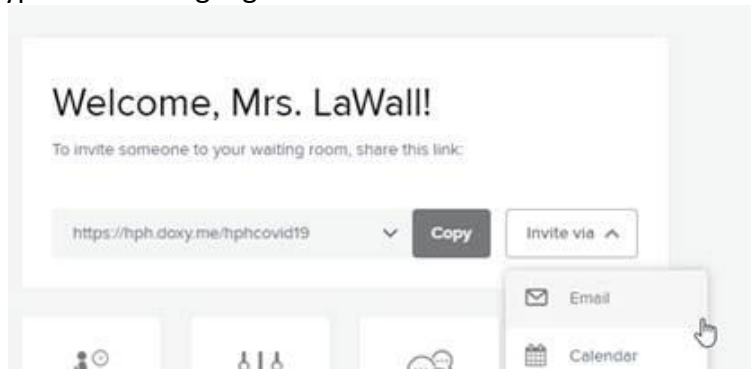
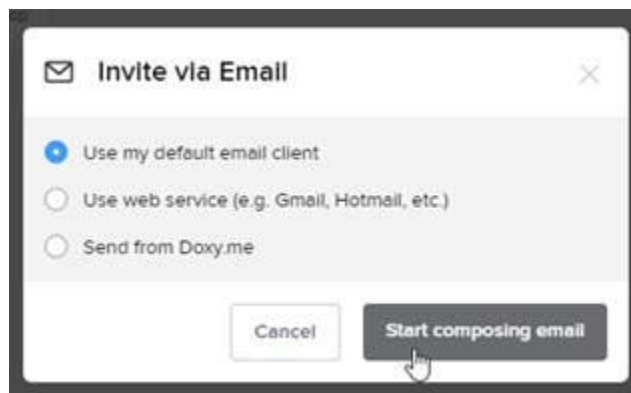


## Adding an Interpreter to a Doxy.me Encounter

1. If interpreter services are needed, log in to Doxy.me and use the “Invite via” feature to send the provider-specific hyperlink to Language Services Hawaii.



2. Use the **email** option to provide Language Services Hawai'i with specific information about the appointment where interpreter services are needed (detailed in item 3).



3. Draft the email
  - a. *Note: A scheduler can send an email on the provider's behalf, as long as they include the providers' specific doxy.me URL that will be needed in the appointment*

Email: [lsh@languageserviceshawaii.com](mailto:lsh@languageserviceshawaii.com)

Info to be provided:

1. Name of person requesting the appointment and contact # in case of technical difficulty
  2. Requested language
  3. Date and time of the appointment
  4. Duration of appointment
  5. HPH provider's name and provider's email for confirmation
  6. Nature of the appointment (follow up, new patient, specialty, etc.)
  7. **\*\*Patient name and MRN to be collected at the beginning of the encounter\*\***
4. You will receive email confirmation from Language Services Hawai'i to the email address provided in #5 above

## EMERGENT INTERPRETER NEED

If you were not able to preschedule and realize at the start of the encounter you will need an interpreter:

Call Language Services Hawai'i at 808.393.7060 and let them know you have a patient that needs an interpreter NOW via doxy.me

Provide:

1. Doxy.me link for the patient encounter
2. Requested language
3. HPH provider's name and contact number for confirmation
4. Nature of the appointment
5. Patient name and MRN
6. Name of the person requesting the appointment and contact # in case of technical difficulty

Language Services Hawai'i will take the information provided and work to get you an interpreter.

**Please note, interpreter availability is not guaranteed, ASK how long it will take to get an interpreter and determine whether or not the appointment needs to be rescheduled.**

## Initiating a 3-Way Video Call

3-Way Video Instructions are also posted to the [internet](#) page as "Peer-to-Peer" Consults under "Tips, Tricks, and Troubleshooting".

To complete a three-way call, do the following:

1. Invite both parties to your hph.doxy.me using the steps outlined above.
2. Start the call with one participant.
3. Click the "3-Way Call" option on your hph.doxy.me side-bar.
4. Select a participant to add to the call.

Please see this [quick instructional video](#) to get started.

Please contact the Training & Optimization team at 535-7010 (option 2) for additional assistance. Additional telehealth resources available via the intranet [TeleHealth and Telephone Visits COVID-19 link](#).