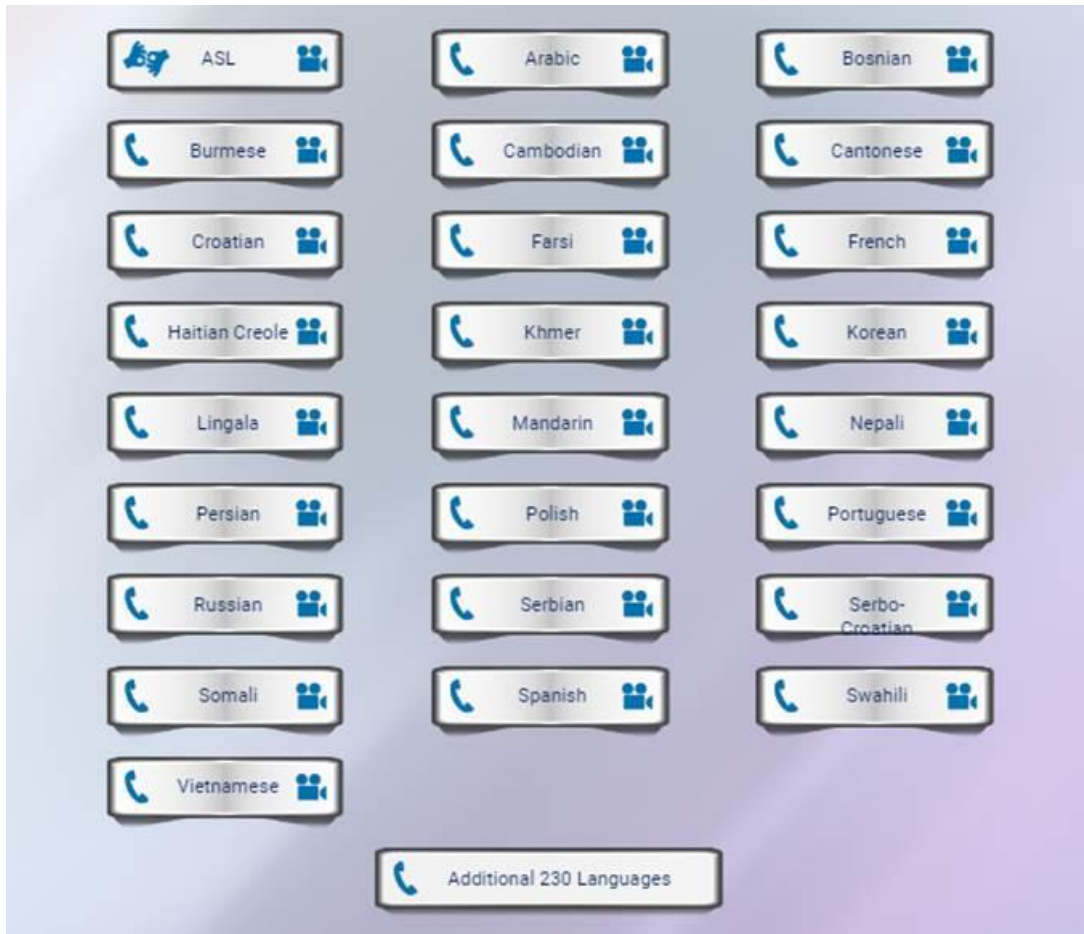


## Accessing Video Interpreters

LSA, our language interpretation service, provides audio interpreters in 255 languages.

They also provide video interpreters in the following 25 languages, including ASL which is video dependent:



### VIDEO interpreters for in person visits

Using the designated iPads on the rolling stands, you can access a video interpreter for any of the languages as listed above. Simply click on the camera icon and the interpreter will come onto the screen.

You may also use a laptop: on intranet, Quick Links, Interpreter-Video for Office Visits—select language needed.

For ASL, adjust the height so the interpreter and the patient can see each others' hands.

### VIDEO interpreters for telehealth

Please note: The only language we can add into an Athena telehealth visit is ASL.

At the time of the visit, send an email to: [vmgma@lsavideo.com](mailto:vmgma@lsavideo.com) (this is listed in the address book under LSA); add **Language: ASL** into the subject line; Copy the Athena link into the body of the email. The interpreter will then join the visit.

If the patient arrives before the interpreter, you can add a chat message to state, "Please hold. We are waiting for the interpreter".