# Accessing Interpreters for a Zoom Appointment

LSA, our language interpretation service, provides audio interpreters in 245 languages.

They also provide video interpreters in the following 15 languages, including ASL which is video dependent:


VIDEO Interpreters

- Please note: Video interpretation is only available through Zoom at this time.

- When an appointment is initially scheduled, either by reception or staff, please add an appointment note if video interpretation will be required so the assistant will have advance notice on the day of the visit.

- Shortly before the scheduled appointment time, the assistant will open 3 tabs: email, the patient's Athena page, Zoom

- The assistant will invite the patient, the provider, and the interpreter to the visit:

  1. Log into your Zoom account at Zoom.us. *You will need to create an account if you do not already have one*.

  2. In the upper right corner of your main page, hover over HOST A MEETING and click "With Video On".
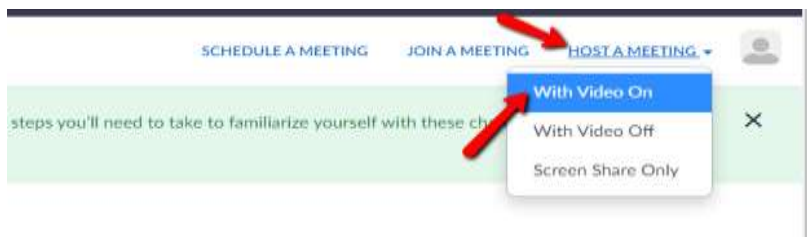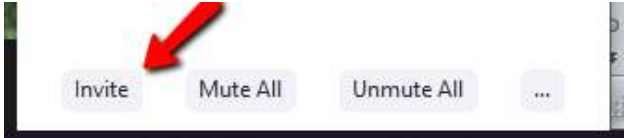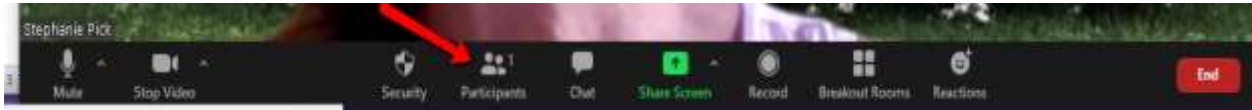

  3. Select "Open Zoom".
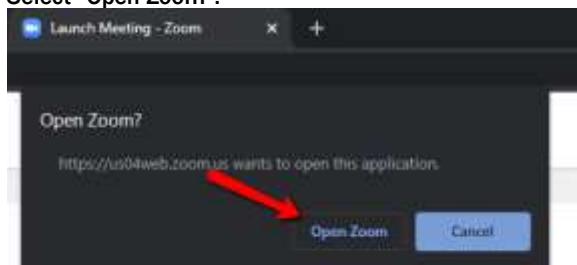
  4. Click on "Join with Computer Audio". If you have already checked the "Automatically join audio" box at the bottom, then you won't get this message. This is fine.

5. At the bottom of the Zoom page, click "Participants", then, on the right, click "Invite", then in the popup, click "Copy Invitation".

6. Next, go to your email and open a new email message. In the body of the email, right click and select "Paste". You can also type Ctrl+V to paste the invitation.

From the patient's Quickview, copy their email address and add to the invitation. Also send to the provider AND to vmgma@lsavideo.com (this address is now in the address book)

NEW: You can now request the language you need in the subject line of the email. Example: Language: Spanish (you must write "language", followed by a colon, followed by the language you are requesting). If not, you will default to an ASL interpreter.

Send the invitation. You will receive an email response from LSA letting you know the request is in process. They will also let you know if the language interpreter you requested is not available for video. If this happens, you may need to default to a phone visit.

7. After the email is sent, return to you Zoom meeting and look at the Participants window to see when the patient and interpreter join your meeting. It will take a few minutes.

When they pop up in the Participants screen, click "Admit" to add them into the appointment. (If for some reason the correct language interpreter does not enter, request the one you need and you will be transferred.) Recommendation: Admit the interpreter 1st to make sure everything is in order. Then admit the patient.

At this time, the assistant may perform the intake if not done previously. When ready for the provider, either Spark or Athena Chat that you are ready for them, and then admit them into the appointment when they log on.

The assistant may leave the meeting by hovering over the provider's name in the participant list and clicking on the 3 dots next to their name. Then choose "make host". This frees the assistant to leave the meeting without ending it.