

CyraCom Interpreter

DIAL Extension 4900:

Any DCH employee is now able to connect with an interpreter over the hospital phone system by dialing extension 4900 from any DCH phone. The prompts are self-explanatory and give you the ability to establish a three-way call with the patient and an interpreter for various conversations such as billing questions, scheduling, instructions and more. This feature is beneficial even if the patient is in front of you in areas such as admitting where putting the interpreter in “speaker” raises HIPAA concerns.

CyraCom Interpreter App on iPhone/Android Personal Devices:

All DCH employees have permission to load the app **CyraCom Interpreter** onto personal devices such as cell phones for the exclusive use of communication with a DCH patient.

Instructions:

1. Open the App Store/Play Store:
2. Download “CyraCom Interpreter.”
3. Open the app, enter DaviessVRI@cyracomvri.com
4. Password is video123 (case sensitive.)

NOTE: The app will remain logged in as long as someone opens it every 15 days or so.

NOTE: Please use the “**voice option**” **only**. During normal business hours, there will not be enough bandwidth to accommodate real-time streaming video with so many other devices drawing on the network as well.

NOTE: Please maintain contact with interpreters only when they were interacting with the patient. **We are charged for each minute the interpreter is on the line.**

Video Interpretation:

Designated locations of IPAD devices for video include:

- QCC/ Health Pavilion
- Hospital Main Admissions
- DCHMC (GAP is primary user in the building)
- ED/ICU/Same Day Surgery
- Med Surg/OB

NOTE: Please do not move a cart through the facility while an interpreter is on the line. A device using a real-time streaming video medium will actually lose sufficient signal when moved. For best signal and uninterrupted service, please take the cart to the exact room where the interpreter will be used before initiating the call/video.

NOTE: In most cases, voice should be the method used vs. video interpreter. Voice interpreters, by sheer numbers, are more readily available so staff should make that choice when selecting a language. Video is more helpful, based on feedback from clinical staff, among our clientele during:

1. Family meetings
2. End-of-life discussions
3. Psych interviews
4. Sessions involving children
5. Device training
6. Physical/Occupational Therapy

Web-Based Access:

Apart from our iOS/Android access, Cyracom offers web-based access using either the Google Chrome or Microsoft Edge browser. The access process varies little from the app.

To use, simply open URL: video.cyracom.com...and the rest has the same “look and feel” of the app. You will, as with the app, agree to allow access to your device’s microphone and camera. After that, the experience should be identical.