

Accessing Interpreters using Virtual Health iPads

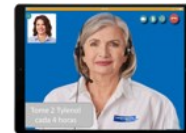
Virtual Interpreters are available 24/7 on-demand, and are accessible using Virtual Health (VH) iPads via the Insight app

Note: 1. VH iPads can be identified by a sticker with ipad##@providencehealth.bc.ca

2. Availability of iPads may vary in areas, please ask your leader.



Audio Interpreter



Video Interpreter

Audio Remote Interpreters

- ◆ Available in 200 languages
- ◆ Preferred option for most interactions especially < 30 minutes
- ◆ Ideal for appointments not requiring visual cues

Video Remote Interpreters

- ◆ Available in 40 languages
- ◆ Ideal for appointments:
 - ◇ < 30 minutes
 - ◇ Use of visual cues
 - ◇ Patients who are deaf or Hard of Hearing

Clean and disinfect iPads & case before and after use with alcohol-based wipes. E.g. Prostat

Step 1: Clean with a new wipe using “Rub and Scrub” motion

Step 2: Disinfect with a new wipe and allow adequate time to air dry as indicated on the product label.



Need in-depth training for remote interpretation?
Contact Provincial Language Service (pls@phsa.ca)

For further details about Insight App & other interpretation options:
<https://rb.gy/ejhpr>