

# Instructions for Health Care Providers (HCPs) to Include Interpreters to a Zoom for Healthcare Appointment

These instructions do not outline how to create or manage a Zoom for Healthcare (Zoom) appointment. For assistance with creating or managing a Zoom appointment, or to create a Zoom account visit <https://www.cdha.nshealth.ca/telehealth-zoom/zoom-healthcare> or contact [VirtualCare@nshealth.ca](mailto:VirtualCare@nshealth.ca)

## Before the Zoom for Healthcare Appointment

1) Create the Zoom for Healthcare (Zoom) appointment and obtain the link/meeting ID

2) Book the interpreter using the online booking system:

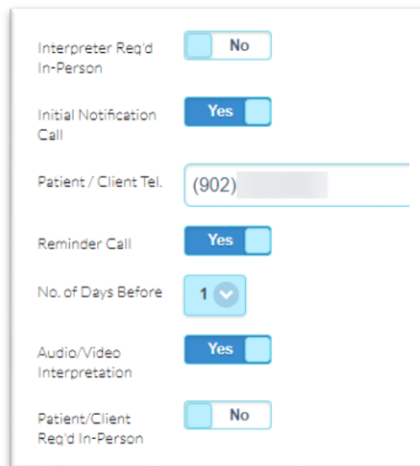
- Book online with Access Language Services (ALS) at <https://accesslanguages.scheduling.online/login.php> or by phone at 902-406-4600.
- For information on how to create an account for Access Language Services, visit the language services subsite on PULSE/NSHA Language Services page:

IWK - <http://pulse.iwk.nshealth.ca/subsites/page/?id=391>

NSHA - <http://intra.nshealth.ca/SitePages/Language%20Services.aspx>

3) Complete ALS interpreter booking request

- Select “No” for “Interpreter Required in Person” and select “Yes” for “Audio/Video Interpretation” as illustrated below.



Interpreter Req'd In-Person	<input type="checkbox"/> No
Initial Notification Call	<input checked="" type="checkbox"/> Yes
Patient / Client Tel.	(902)
Reminder Call	<input checked="" type="checkbox"/> Yes
No. of Days Before	1
Audio/Video Interpretation	<input checked="" type="checkbox"/> Yes
Patient/Client Req'd In-Person	<input type="checkbox"/> No

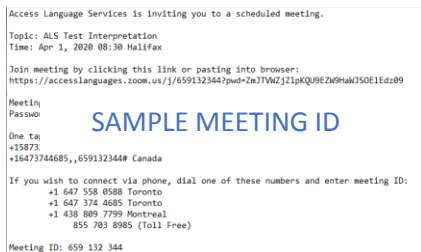
Include “*This appointment will be by Zoom*” to the “Reason for Visit”

Reason for Visit

Procedure X

\*\* Audio Visual Request, see notes \*\*

- 4) Add Zoom link/meeting ID to the “Notes” section of ALS online booking. Click “Save” so the appointment is submitted.



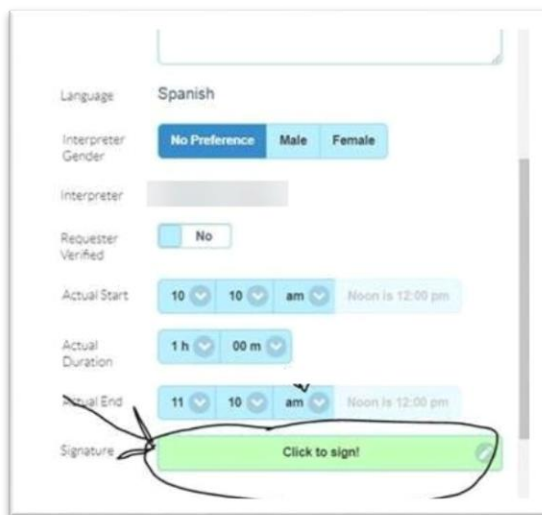
- 5) Include any information you want shared with the client during an initial and/or reminder call from the interpreter in the notes section.

### During the Zoom Appointment

- 1) At the beginning of the Zoom appointment, as per usual practice, HCP will ask interpreter to review their role and who they are. At this point, client can always refuse interpretation.

### After the Zoom Appointment

- 1) After the Zoom appointment is complete:
  - a. If you have created the interpretation booking: Go into the interpretation booking in the ALS online system. Verify the end time of the appointment. Sign off and click “Save”, as illustrated below:



- b. If you did not create the interpretation booking: Email the person who did, providing them with the end time of the appointment. Ask them to update the appointment with a note, including the final end time of the appointment.

## Questions on Interpretation Services

### NSHA

#### [Language Services Page](#)

Nicole Holland, Interpretation and  
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902-473-1909 or 902-219-2551 (cell)  
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### IWK

#### [PULSE Language Services Subsite](#)

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