How To: Using Interpreter Services

Last Modified on 06/06/2025 10:46 am EDT

Overview

With Updox Interpreter Services, providers can easily communicate with patients who speak a different language. An interpreter can be added to a Video Conferencing session both before and after the chat begins.

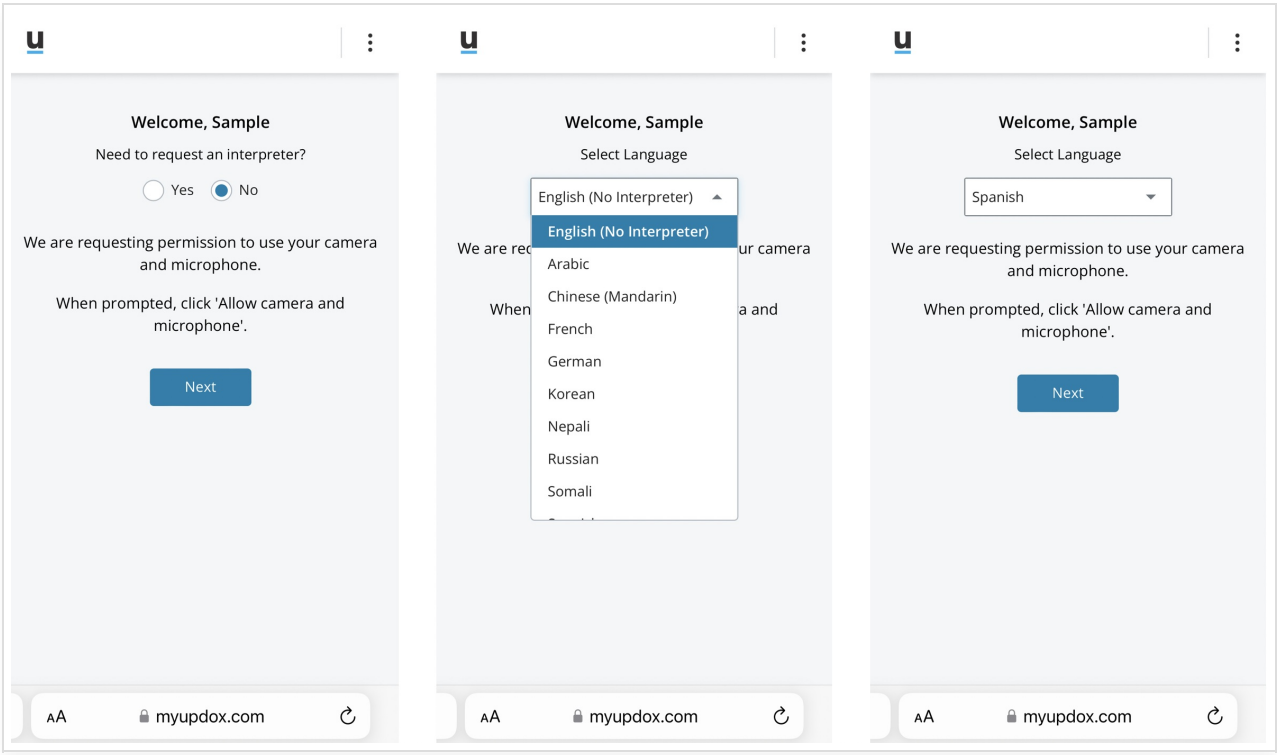
The available Interpreter Languages are:

- Arabic
- Chinese (Mandarin)
- French
- German
- Korean
- Nepali
- Russian
- Somali
- Spanish
- Vietnamese

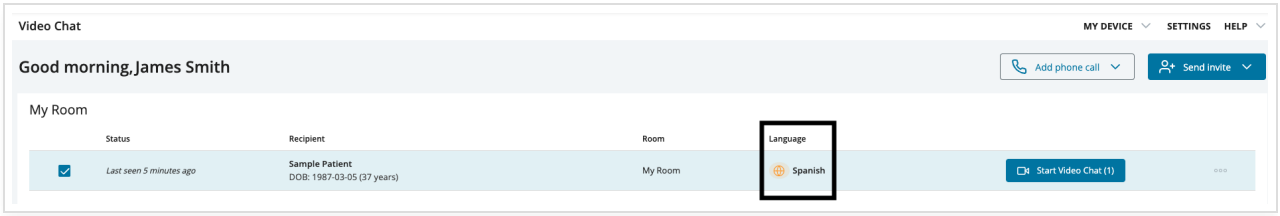
Learn how to add interpreter services to your account here.

Adding an Interpreter Before the Call

1. Before beginning your session, your patient(s) may request an interpreter from one of the ten available languages during their check-in process.

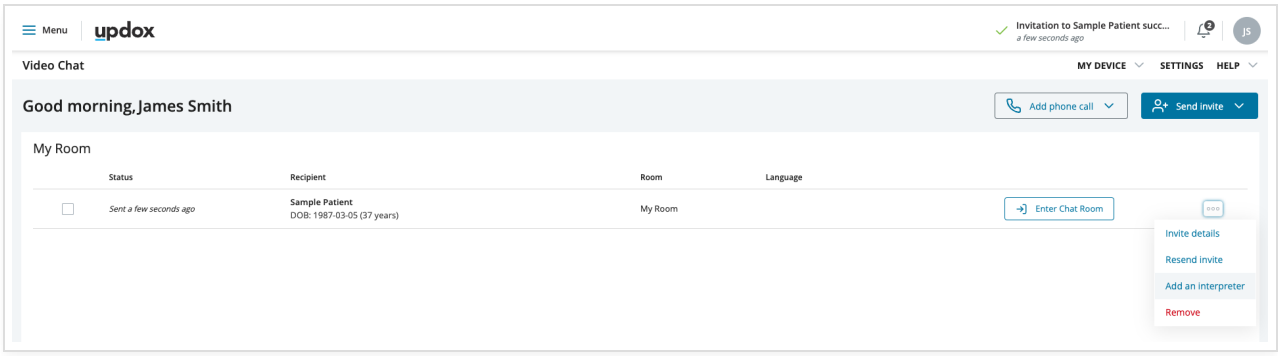


2. There will be a **Language** column in your waiting room. If a patient requests an interpreter for their session, the **Language** column will have an icon and their requested language.

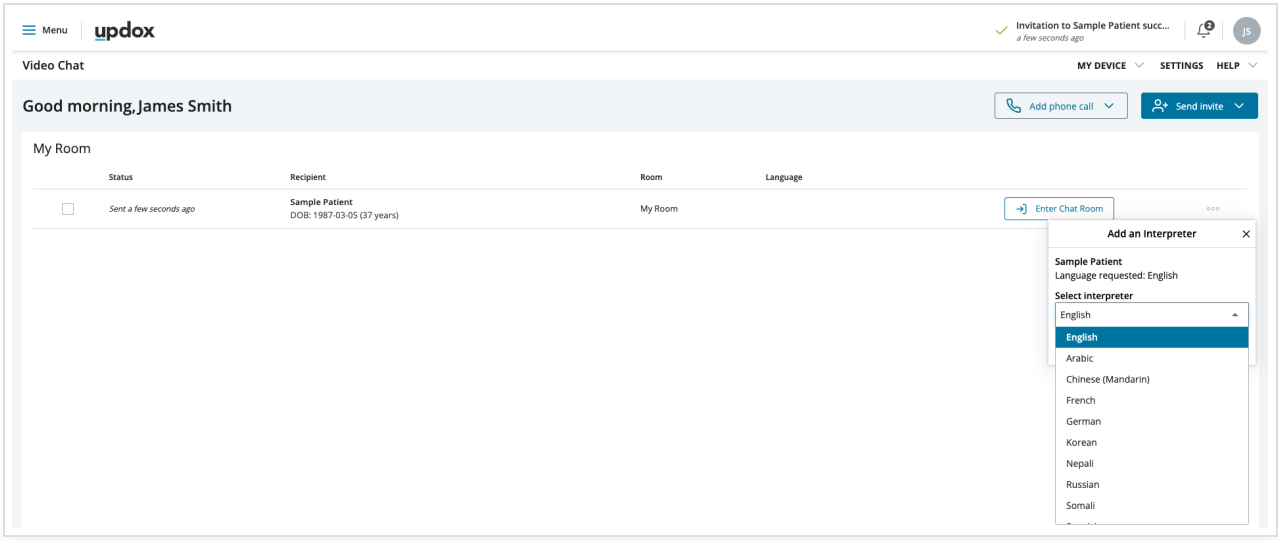


NOTE: If no interpreter is requested, the **Language** column will be empty.

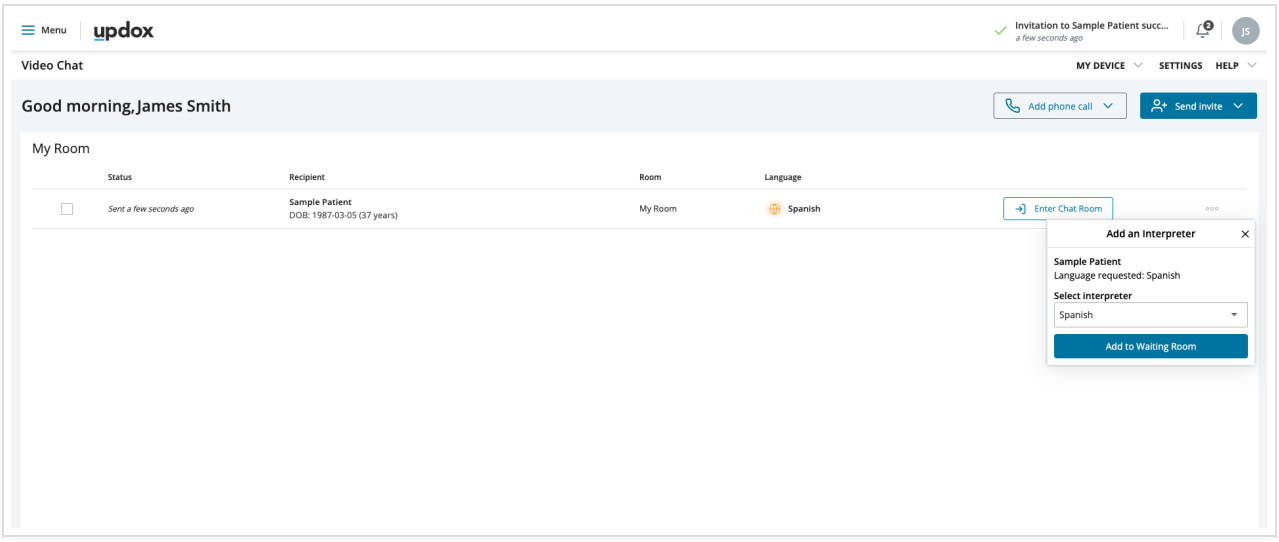
3. To begin the call with the patient and interpreter at the same time, you will need to add the interpreter first. Click the ellipses (...) located on the far right of the corresponding patient and click **Add an interpreter**.



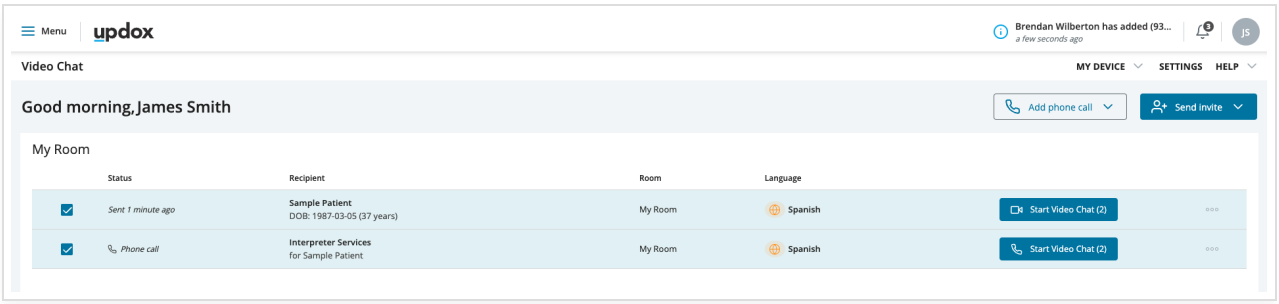
A small window will appear, and the appropriate language can be selected for the patient's interpreter.



4. Select the desired language, then click **Add to Waiting Room**.



A new waiting room row item will be created for the interpreter.



You may now select the patient and the interpreter and click **Start Video Chat** to begin the call with both participants.

NOTE: The audio call with the interpreter will begin first to allow time for the call to connect (about fifteen seconds). The patient will be added to the call once the interpreter is connected.

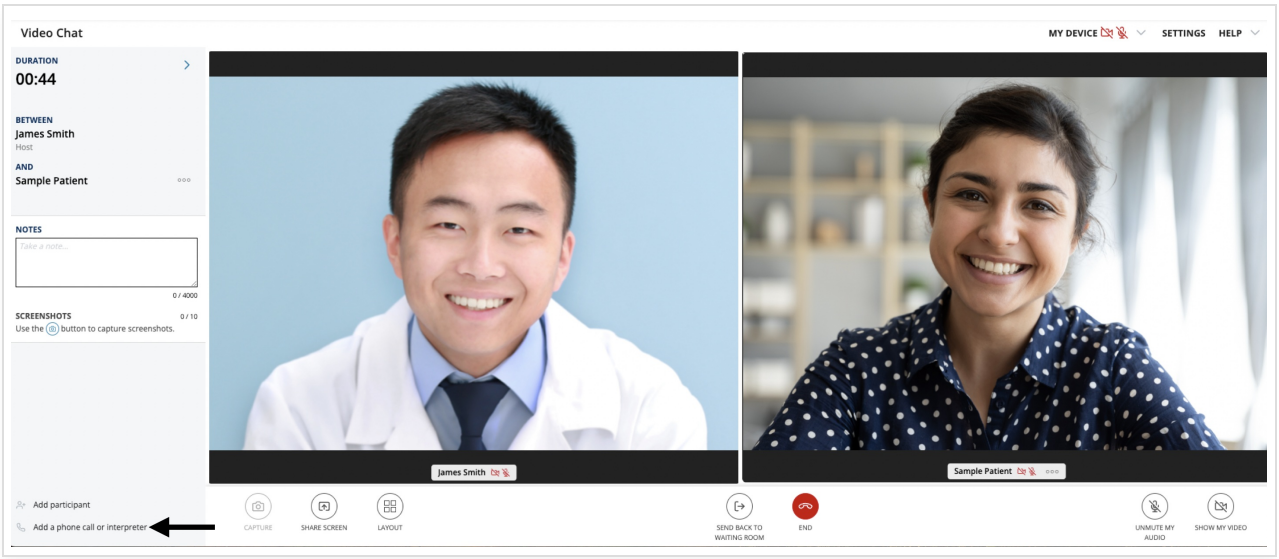
Adding an Interpreter During the Call

An interpreter can be added to the call if you find you need one during a Video Chat session, or if you prefer to wait until the patient has connected. A patient can also request an interpreter during the call.

If a patient requests an interpreter during the call, you will see a pop-up notification at the top of your screen letting you know the patient has requested an interpreter and the language they need.

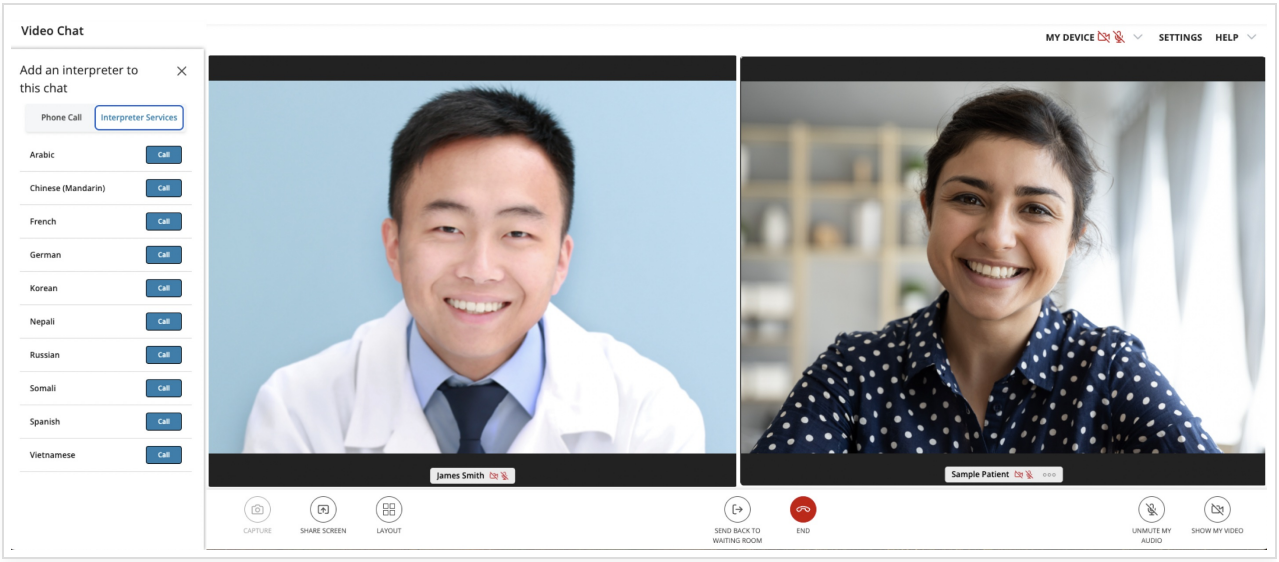
To add an interpreter during a call:

1. Click **Add a phone call or interpreter** located in the bottom left corner of the Video Chat session. A new modal will appear.

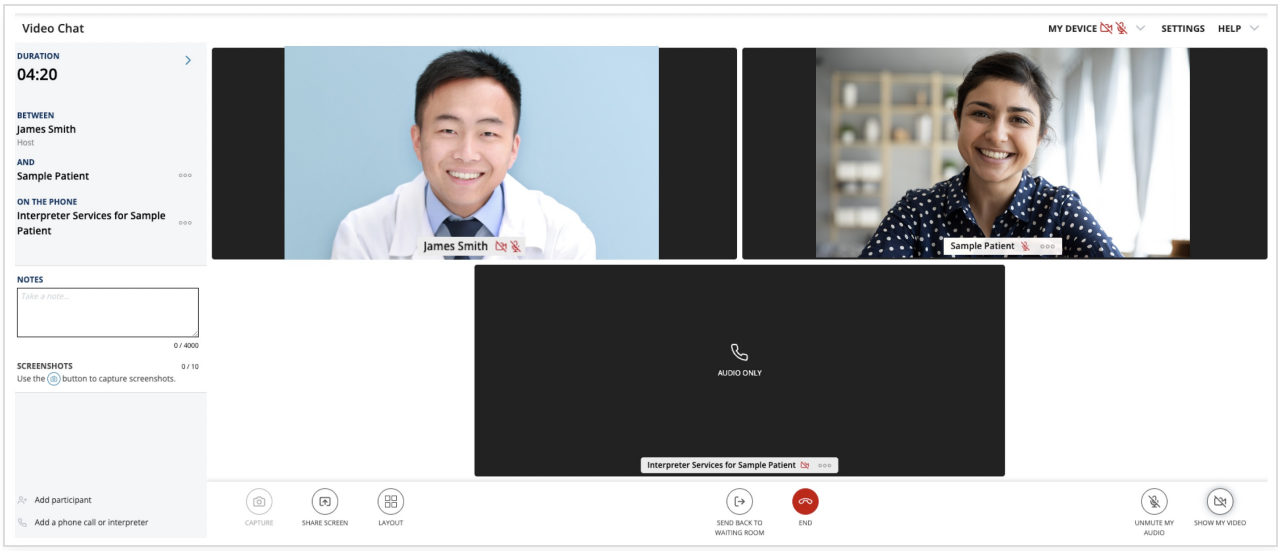


2. Click on the **Interpreter Services** tab and a list of languages will appear. Find their requested language and click the corresponding **Call** button.

The patient will be sent a notification letting them know an interpreter is being called. An interpreter will then be added to the call once they are connected.



Once the interpreter has been added to the video chat, you can then continue the video visit with your patient. Please note that the interpreter is audio only, they will not will not be able to see you or the other people in the video chat (and you will not be able to see them).


Video Chat
MY DEVICE
SETTINGS
HELP
DURATION
04:20
BETWEEN
James Smith
Host
AND
Sample Patient
ON THE PHONE
Interpreter Services for Sample Patient
NOTES
Take a note...
0 / 4000
SCREENSHOTS
0 / 10
Use the button to capture screenshots.
James Smith
Sample Patient
AUDIO ONLY
Interpreter Services for Sample Patient
Add participant
Add a phone call or interpreter
CAPTURE
SHARE SCREEN
LAYOUT
SEND BACK TO WAITING ROOM
END
UNMUTE MY AUDIO
SHOW MY VIDEO