How To: Using Interpreter Services

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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.

<u>u</u> :	<u>u</u>	:	<u>u</u>	:
Welcome, Sample Need to request an interpreter? Yes Yes Nee are requesting permission to use your camera and microphone. When prompted, click 'Allow camera and microphone'. Next	Welcome Select La English (No Inte English (No Inte Arabic Chinese (Man French German Korean Nepali Russian Somali	anguage erpreter) ur camera idarin) a and	Welcome, Sar Select Langua Spanish We are requesting permission and microphor When prompted, click 'All microphone	nple ge to use your camera ine. ow camera and s'.
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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.

Video Chat					MY DEVICE $$	SETTINGS HELP \vee
Good mor	ning, James Smith				S Add phone call ∨	A+ Send invite ∨
My Room						
	Status	Recipient	Room	Language		
	Last seen 5 minutes ago	Sample Patient DOB: 1987-03-05 (37 years)	My Room	🛞 Spanish	Start Video Chat (1)	
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**.

🗮 Menu	updox				Invitation to Sample Patient s a few seconds ago	succ (2) JS
Video Cha	t				MY DEVICE $$	settings help \vee
Good m	orning, James Smith				Add phone call 🗸	O+ Send invite ∨
My Roo	m					
	Status	Recipient	Room	Language		
	Sent a few seconds ago	Sample Patient DOB: 1987-03-05 (37 years)	My Room		→) Enter Chat Room	000
						Invite details
						Resend invite
						Add an interpreter
						Remove

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

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Video	Chat					MY DEVICE $$ SETTINGS HELP $$
Goo	d mo	rning, James Smith				Characteristic Charac
My	Room					
		Status	Recipient	Room	Language	
		Sent a few seconds ago	Sample Patient DOB: 1987-03-05 (37 years)	My Room		->] Enter Chat Room
						Add an Interpreter ×
						Sample Patient
						Select interpreter
						English
						English
						Arabic
						Chinese (Mandarin)
						French
						Korean
						Nepali
						Russian
						Somali

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

Menu	updox				Invitation to Sample Patient succ
Video Cha	t				MY DEVICE $$
Good m	orning, James Smith				Add phone call ✓ Send invite ✓
My Rooi	m				
	Status	Recipient	Room	Language	
	Sent a few seconds ago	Sample Patient DOB: 1987-03-05 (37 years)	My Room	💮 Spanish	→) Enter Chat Room
					Add an interpreter × Sample Patient Sample Patient Sample Patient Sample Patient Select Interpreter Spanish Add to Walting Room

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

🔳 Menu	updox				Brendan Wilberton has added (93 Image: seconds ago a few seconds ago Image: seconds ago
Video Cha	t				MY DEVICE $ arsigma$ Settings Help $ arsigma$
Good m	orning, James Smith				Add phone call ✓ Add phone call ✓ Add phone call ✓
My Rooi	m				
	Status	Recipient	Room	Language	
	Sent 1 minute ago	Sample Patient DOB: 1987-03-05 (37 years)	My Room	💮 Spanish	Ge Start Video Chat (2)
	${\mathbb Q}_{\!$	Interpreter Services for Sample Patient	My Room	💮 Spanish	📞 Start Video Chat (2) ୦୦୦

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).

