

# Virginia Mason Video Interpreting

Virginia Mason will soon be requesting Remote Video Interpreting Services using Televideo. You will receive a separate email and a text message with the link to the video program once the appointment has started. Unfortunately, there is no way to allow the interpreter to enter the meeting before it has already begun.

Here are instructions to get started:

- Please move as close to your wireless router in your home as you can. Using an ethernet connection is even better.
- You must be in a private area so no other people are able to hear you speaking. This communication is HIPAA protected.
- Follow the link that you receive via email/text as soon as it arrives.
- The appointment is billable beginning at the appointment time, even if the provider has not sent your email to you yet. The client is expecting that you are watching your email for the entire scheduled time in order to bring you into the meeting.
- If the connection is not working, please call VM Televideo Tech Support at 888-585-8028.
- If you are unable to join the meeting, the appointment is billable. Please be aware that if this happens too frequently, the client may ask that a specific interpreter no longer be assigned to VMVC video appointments – just like in-person no-shows.

If you are using:

1. Android phone or Laptops or Desktops -

- MUST use Google Chrome as web browser.
- Ensure it is set as your default browser on your phone OR
- Copy and paste the URL directly into the Chrome browser

2. Apple phone / iOS -

- Download the Virtual Mason app (not the Virginia Mason) from app store. You can download this now but won't be able to log in until you have received the email or text link invite. You will not be able to enter the virtual waiting room and it may say "email not found" or "invalid". The URL link in the email or text message will enable you to enter the virtual waiting room.
- When using the Virtual Mason App, moving out of the app will cause connection issues. Please enter the virtual "waiting room" and stay there without going to another app/window until you are seen by the Medical Assistant and your Provider.

Notes:

- **You cannot use Internet Explorer or other Web browsers**
- If you do not see the email invite in your inbox, please search your spam, junk or other folders for the invitation. You can search for "Virginia Mason Health System" to find the invite.

Separate Instructions for Samsung phones to set Chrome as default browser

- Go to "Settings"
- Then select "Apps"
- Then select "Chrome"
- Then select "Browser App"
- Choose radio button option for "Chrome" as the default browser app.

Thank you for your commitment to patient care.