

Instructions to invite a language interpreter to a telehealth visit that has been arranged through Nicklaus Children’s Hospital’s Pediatric Virtual Care platform.

1. From the provider's dashboard, click the “Join” icon to join the telehealth meeting.
2. Click “Request Language Interpreter” to open a pop-up that includes the Cyracom website link, username, and password. You can also copy the Zoom meeting link from this window.
3. Click “Start Meeting” to enter the virtual meeting.

Note: If joining from the patient’s medical record, you will be routed directly to the “Start Meeting” window.

Today's Encounters										
Show 10 entries		<input type="checkbox"/> Show only where I'm the Provider Search: test								
ID	Date	Patient First Name	Patient Last Name	Provider Name	Source	Cost Center	Patient In Call	Call Status	Duration min:sec	Actions
44089	10-25-2023 1:00 PM	Test	Test	ALEX DIAZ	Impromptu	IT WEB DEVELOPMENT	No	Completed	2:54	Join
44138	10-25-2023 2:36 PM	test	test	ALEX DIAZ	Impromptu	IT WEB DEVELOPMENT	No	Scheduled		Join

Showing 1 to 2 of 2 entries

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Home Encounters Admin Laura Cerpa

Start Meeting

Hi Laura Cerpa

Appointment Date	05-31-2024 1:50 PM
Provider Name	ALEX DIAZ
Appointment With	Test Test
Parent Name	Test Test
Parent Phone	
Parent Email	laura.cerpa@nicklaushealth.org Resend Email Invite
Is Patient in the Call:	No

[Copy Meeting Link](#)

When you are ready please click the button below

[Start Meeting](#)

[Invite Another Parent](#)

[Invite Another Provider \(Host\)](#)

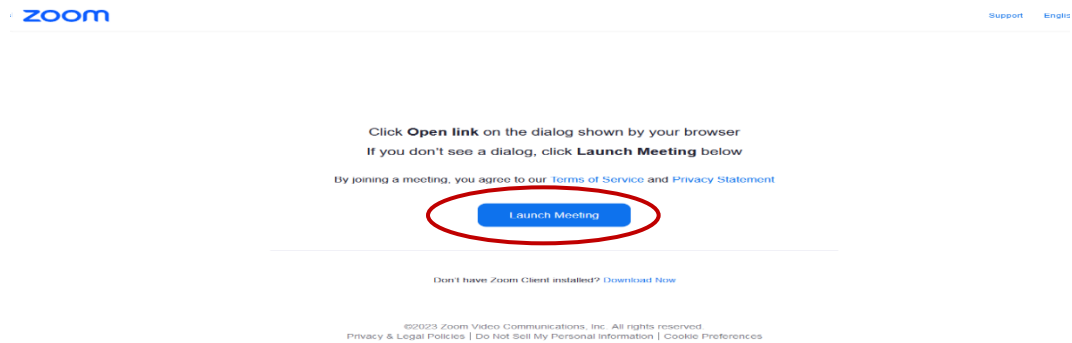
[Request Language Interpreter](#)

[Not the correct meeting? Go to Dashboard](#)

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4. Click “Launch Meeting” to start the Zoom meeting.

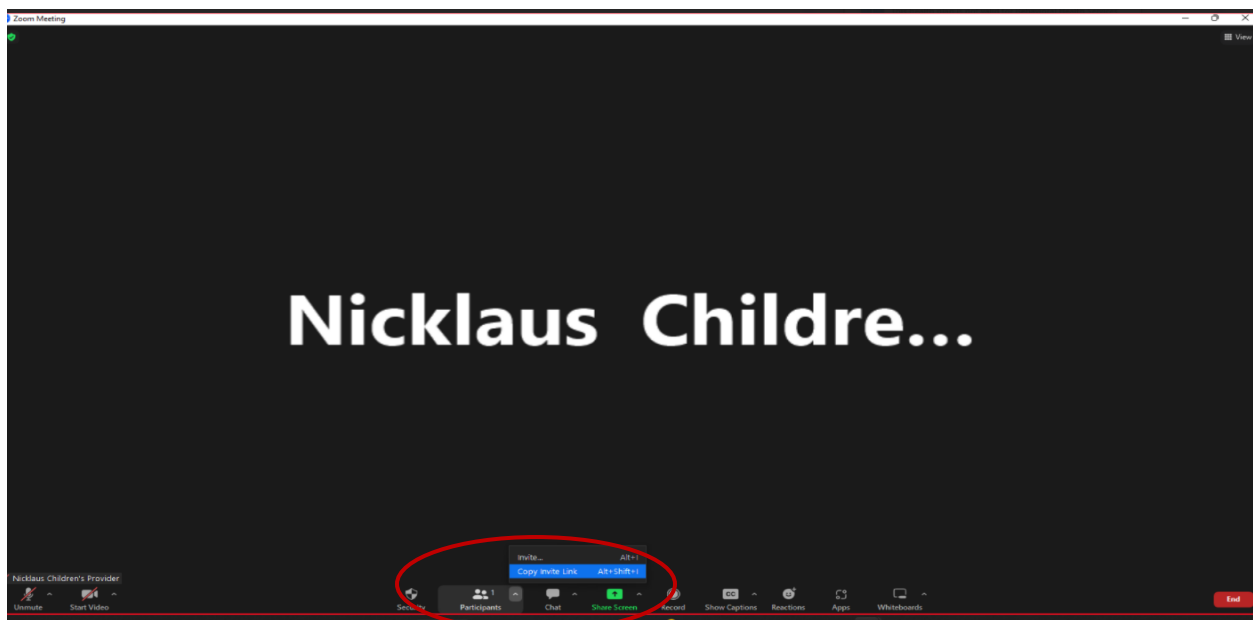
Note: Your browser may prompt you for permission to access the camera and microphone or to open Zoom. Click “Open Link” or “Allow” as needed.



5. To copy the telehealth meeting link:

- From the Zoom meeting window, click the “Participants” icon at the bottom of the screen (a silhouette with an upward arrow).
- Click the arrow next to the icon to open the menu, then click “Copy Invite Link.”

Note: You can also copy the meeting link from the pop-up window that appears after clicking “Request Language Interpreter.”



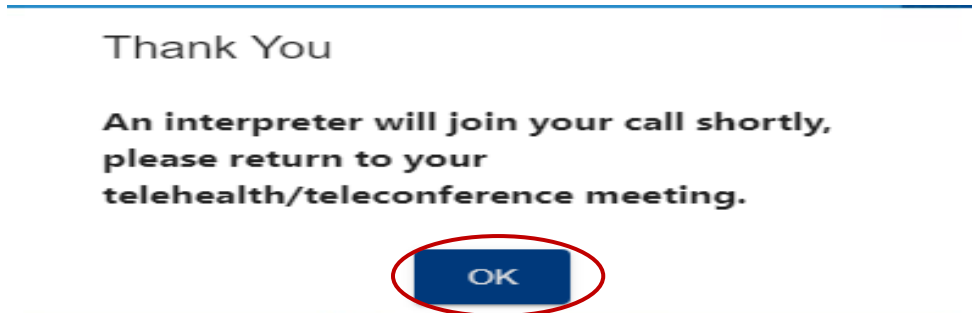
6. Navigate to the CyraCom Connect portal (connect.cyracom.com) and log in.
7. Select your language and click on the video camera icon to open the session information form.



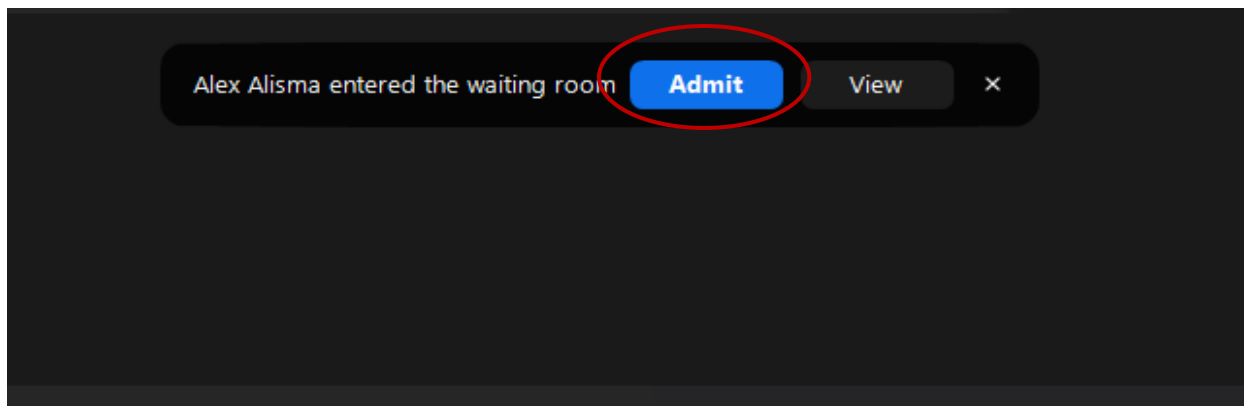
8. Complete the session information form in CyraCom Connect:

- a) **Select** Provider from the drop-down list – **Zoom**.
- b) **Paste the** meeting link you copied in Step 5.
- c) **Click the checkbox** to confirm your video conference is in progress. When all the information has been entered, the video camera icon will turn blue.
- d) **Click the video camera icon** to submit the request for an interpreter to join the telehealth visit.

9. Click "OK" on the confirmation "Thank You" pop-up window, return to your meeting, and wait for the interpreter to join.



10. Click on Admit for an interpreter to join the telehealth session.



11. When the telehealth session is complete, end the call.