

Accessing Translation Services in Vidyo

Users of Telehealth VidyoConnect

All Facilities

You should first look to our MLH translator teams who are educated on how to join VIDYO for Spanish translation. If that team is not available, or you need a different language, these are the steps to connect to CyraCom, our external translation service.

Prepare for the CyraCom Call:

Step 1: Obtain the patient's MRN

Step 2: Obtain the virtual room extension number

- If using an iPad, the extension number will be noted on the back of the iPad.
- If not using an iPad, perform the following steps:
 - Log in to the VidyoConnect virtual room as the room owner to moderate the call
 - Click Send invitation. The room extension number is located at the bottom of the email template. (For translation services, use room extension #####)
 - NOTE:** You will need to have Outlook installed and open on the device you are using.
 - Write down the room extension number to use for the call.
 - Do not send the email invitation.

Perform the CyraCom Connection:

Step 1: Use a telephone with conferencing capability to call CyraCom at 1-800-481-3293

Step 2: Enter Account Number: 501018876

Step 3: Enter PIN: 0001

Step 4: Enter the patient's MRN

Step 5: Select the appropriate option to choose the language needed.

- Press "2" for Spanish
- Press "3" and enter the 3-digit code for a different language
- Press "0" for assistance.

NOTE: 3-digit language codes are available on MOLLI: https://mlh.gomolli.org/molli-files-static/files/MOLLI/Non-ClinicalDepartments/InterpretingServices/ForeignLanguage/CyraCom_LanguageCodeList.pdf

Step 6: Ask the CyraCom translator to hold while you connect to the virtual room.

Step 7: Conference on telephone to 516-0015 (Vidyo system)

Step 8: When system answers, press "1"

Step 9: Enter Room Extension and press "#" to connect yourself to the room.

Step 10: Join calls together using your conference join call button. You may need to mute the conferencing telephone to avoid feedback for participants on the Vidyo call.

Step 11: Disconnect after the translation visit is completed.

For additional assistance, contact your Clinical Informaticist or the Help Desk at 516-0000.