

Language Line App on the Voalte One

March 14, 2020 Language Line will be available on the Voalte One devices

The Language Line app will auto-login

First-time users need to accept permissions for video & microphone access



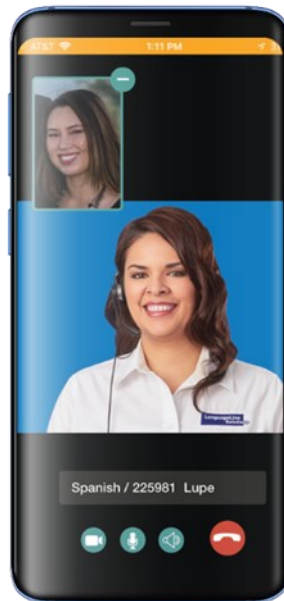
1. Open the Language Line app on your Voalte One device. The app will auto-login. First-time users must accept permissions for video and microphone access.
 - a. Top Languages—Displays the 36 most common languages.
 - b. All Languages—Displays 240 available languages.
 - c. Search Languages—Allows searches by language or country.
2. Tap the language to place a call.
3. Tap to select video or audio interpreter.
 - d. **Video Interpreter**—The self-view camera will launch while dialing out to the next available interpreter.
 - e. **Audio Interpreter**—The self-view camera will launch while dialing out to the next available interpreter.

Tips for Best Use

The interpreter will announce their name, ID, and language.

Introduce yourself and state the goal of the encounter.

Position the device so the interpreter and the individual can see each other.



Tap for video privacy



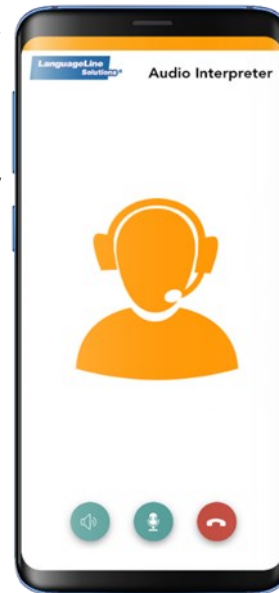
Tap for audio privacy



Tap for Phone-to-Ear Mode



Tap to end the call



Tap for audio privacy



Tap for Phone-to-Ear Mode



Tap to end the call



Ideal for:

- On-demand interpretation when an in-person interpreter or Interpreter on Wheels is not available
- On-the-go interpreting needs (i.e. lost patients)

Not ideal for:

- Long conversations (have to hold phone)
- Incoming Voalte One calls will disrupt interpreting sessions and you may have to re-start interpreter**

If you are having problems accessing an interpreting session contact:

TriHealth IS Service Center 513 569 5100

InSight Technical Support 844 373 1951

General Language Access Questions

Contact Cori Grandle 513 569 1918 or Corinne_Grandle@TriHealth.com