



Kern Health Systems

LLS Video Remote Interpreting Provider Training Guide

LLS Video Remote Interpreting (VRI):

Is the on-demand service that provides communication to better serve people who are limited English proficient (LEP), deaf, or hard of hearing that are in the same location, utilizing an interpreter by way of a computer with a webcam and internet connection or a tablet using a cellular connection.

LLS Video Remote Interpreting (VRI) is available for the following requests:

- American Sign Language
- Face-to-Face Requests (*Languages Available Below*)

LanguageLine InSight Video Interpreting® Languages

Video interpreting is offered in the top 36 most requested languages including American Sign Language. Audio-only interpreting is also available in 240 languages.

Albanian	Greek	Korean	Romanian
American Sign Language	Haitian Creole	Laotian	Russian
Arabic	Hebrew	Lithuanian	Somali
Armenian	Hindi	Malay	Spanish
Bengali	Hmong	Mandarin	Tagalog
Burmese	Italian	Nepali	Thai
Cantonese	Japanese	Polish	Turkish
Farsi	Karen	Portuguese	Vietnamese
French	Khmer	Punjabi	
German			

Determining When VRI Is Appropriate:

- VRI should only be used when it results in effective communication. The definition of “effective communication” is situation-dependent. For example, if the member is vision-impaired and can’t see the screen properly, VRI would not result in effective communication. Other situations when VRI may not be appropriate, such as during surgeries, when delivering sensitive news, OBGYN and behavioral health appointments, or provider offices located in areas with poor internet connectivity.

SAFETY AND SECURITY

Connections through InSight are encrypted end-to-end, which supports compliance with privacy regulations including the Health Insurance Portability and Accountability Act (HIPAA). Our application utilizes WebRTC and SIP/TLS with encrypted data and video streams using industry standard encryption methods like HTTPS, DTLS, and SRTP. Endpoints use the AES cipher with 128-bit keys to encrypt audio and video, and HMAC-SHA1 to verify data integrity. There is no need for VPN tunnels; InSight is designed to work with most standard firewall configurations.

NETWORK REQUIREMENTS

A wireless network must be provided with enough coverage and capacity for a sustained 384kbps of bandwidth per simultaneous video call, and 64kbps per simultaneous audio call. In addition, the InSight application may require access to specific ports in order to work. An organization's network administrator can configure these firewall settings.

SUPPORTED

iPad®

Running iOS 11 or later

- iPad (6th / 5th / 4th / 3rd Generation)
- iPad Pro®
- iPad Air® 3 / Air 2 / Air
- iPad Mini® 5 / 4 / 3 / 2
- iPad 2

Recommended: iPad (6th / 5th Generation) / iPad Pro / iPad Air 3 / iPad Air 2, running iOS 12 or later

iPhone®

iPhone 5s or higher, running iOS 11 or later

Recommended: iOS 12 or later

macOS

Using the latest version of Google

Chrome or Firefox

- macOS 10.12 or later
- Processor: 64-bit, 1GHz or higher
- 1G of free disk space
- 2G of RAM

Recommended: macOS 10.14 Mojave or later

Android

Android smartphones or tablets running Android 9 or later

Windows Operating System

Using the latest version of Google

Chrome or Firefox

- Windows 10 / 8 / 7
- Processor: 64-bit, 1GHz or higher
- 1G of free disk space
- 2G of RAM

Peripheral Cameras

Recommended

Logitech® HD Pro C930 / C920 / C910

LanguageLine InSight Firewall Configuration

LanguageLine Solutions® recommends that the DNS-based rules be utilized over the IP/subnet entries. All entries, DNS-based or IP/subnets, assume that the appliance is stateful.

MINIMUM REQUIREMENTS

Firewall Configuration for LanguageLine InSight		
Firewall Settings	Running InSight Video requires the client Application to have access to its services over specific ports in order to work.	
Video Settings*	Minimum Requirements	The minimum requirement is that outbound TCP port 443 is open. Most firewall/proxy rules allow Secure Sockets Layer (SSL) traffic over outbound port 443. You need to make sure that non-web traffic can also pass through outbound TCP 443.
	Better Experience	In addition to the minimum requirements being met, we also recommend that outbound UDP port 3478 is open for better media performance.
	Best Experience	For the best possible media experience, we recommend that the outbound UDP range 1025 - 65535 be open.
Audio Call Settings	Requirements	Our Audio calls use SIP over TLS. The minimum requirement is that outbound TCP port 5061 and outbound UDP range 1025 - 65535 be open.

* These are the minimum requirements and recommendations from *.TokBox.com and *.OpenTok.com for video connectivity.

FIREWALL EXCEPTIONS

DNS-Based Firewall Configuration for LanguageLine InSight			
Protocol	Port/Range	Domain	Description
TCP	443	*.LLSAPI.COM	LanguageLine Solutions – Application logic to authenticate and obtain the language list
TCP	443	*.LANGUAGELINE.COM	LanguageLine Solutions – Web Application for InSight
TCP	443	*.OPENTOK.COM	TokBox – WebRTC Video Stream
TCP	443	*.TOKBOX.COM	TokBox – WebRTC Data Services
TCP	5061	*.INCONTACT.COM	inContact – SIP Audio Data Services
UDP	1025 - 65535	*.INCONTACT.COM	inContact – SIP Audio VoIP Voice Channels

Provider Site VRI Setup for iPhone and Android devices:

Download the Language Line Solutions Application “LanguageLine InSight”, then complete a one-time device authentication.

iPhone Instructions:

1. Download the APP:
 - Language Line InSight- Video Remote Interpreting



iPhone Instructions

1. DOWNLOAD THE APP
 - **On your iPhone** tap the App Store icon and search for “LanguageLine” or “LanguageLine InSight”, then tap “Get” and “Install” to download.
 - **After download** is complete, tap the “Interpreters” icon and follow the screen prompts to complete the one-time authentication of your device.

-Or-

Android Instructions

1. DOWNLOAD THE APP
 - **On your Android device** tap the Google Play store icon and search for “LanguageLine” or “LanguageLine InSight”, tap the “Interpreters” icon, tap “Install”, then tap “Open”.
 - **Tap “OK”, then tap “Allow” twice** to allow the application to access your microphone and camera.



-Or-

Computer Desktop Instructions

1. DOWNLOAD THE APP
 - a. **On your desktop/programs/settings** select the App Store Icon and search for “Language Line” or “LanguageLine InSight,” then click “install” to download.
 - b. **After download** is complete, click the “interpreters” icon to complete and follow the screen prompts to complete the one-time authentication for your computer.

2. Once the application is open the “Authorization Code” will need to be entered:

Please call Kern Health Systems to obtain your Authorization Code

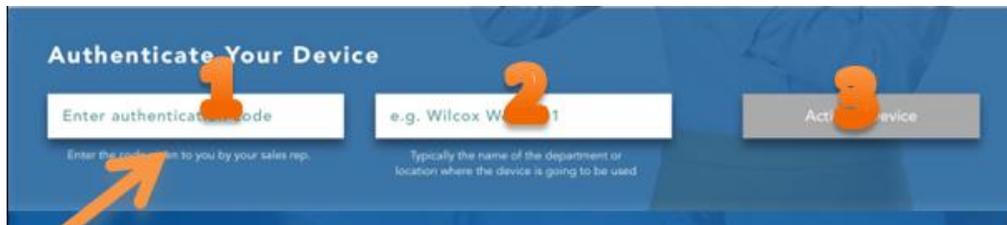
3. The “Device Name” will be the name of your choosing for the device you will be using.

2. AUTHENTICATE DEVICE TO ACTIVATE

- **Enter** Authorization Code: _____ (not case sensitive).
- **Enter** Device Name: _____ (15 digit maximum).
- **Tap “Activate Device”** and then **tap “OK” two times** to allow the application to access your microphone and camera.

Example:

For iPad or Computer:

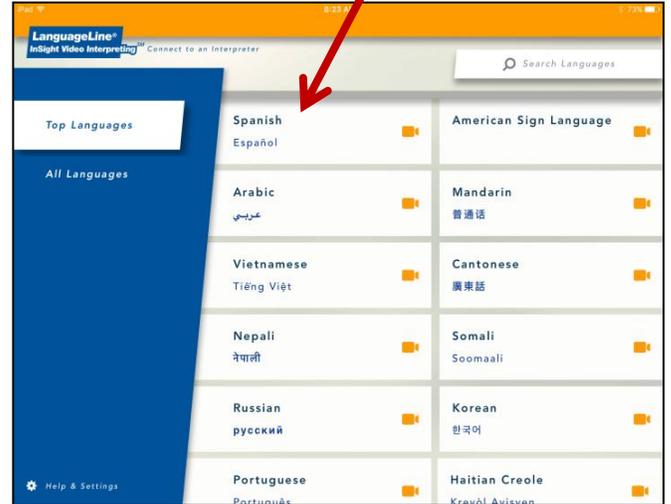
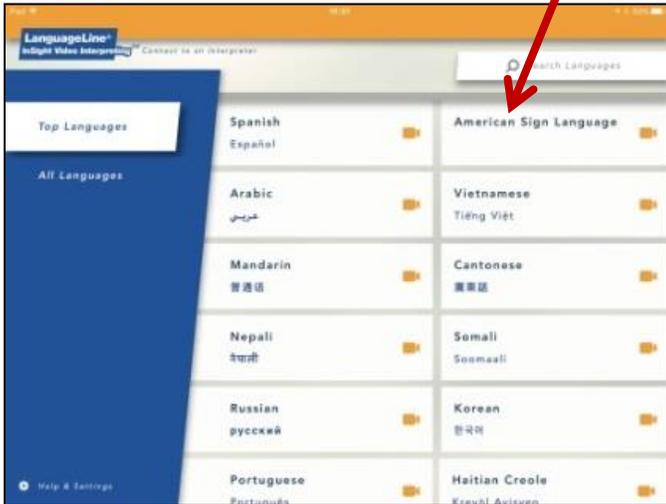


For Smart Phone:

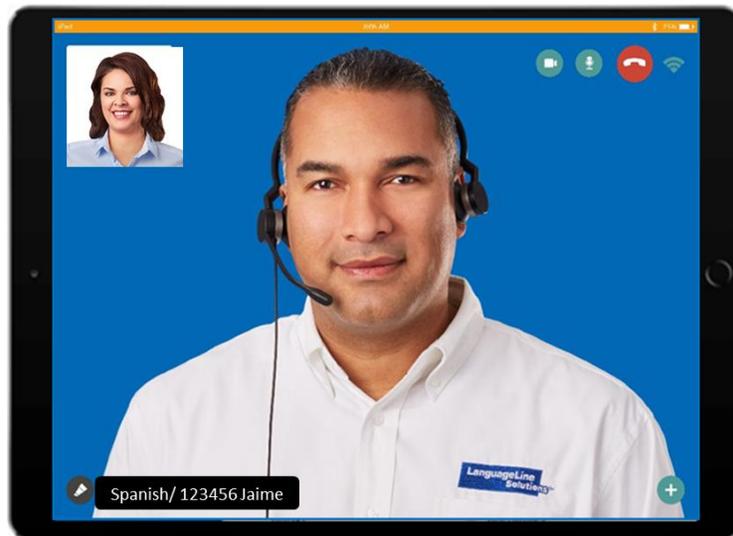


Once you have activated the device the below screen will open:

- You will select the Language you are requesting. *Example: Spanish or American Sign Language.*



- Once you have selected the language you need the interpreter will become available:



Tips:

- Introduce yourself and explain the situation to the interpreter.
- Speak slowly in short sentences.
- Allow the interpreter time to interpret
- Check for understanding

The below are the control buttons:

-  Minimize or move the self-video window or drag the image to a different location
-  Allow video privacy so the interpreter does not have video access
-  Mute and un-mute audio
-  End the call
-  Wireless connectivity strength

- Document the language used, interpreter ID and the start and end times for tracking purposes:
 - KFHC Member Name
 - KFHC Member Number
 - Language Used
 - Interpreter ID
 - Start Time
 - End Time

If you have any **questions or concerns**, please contact the following:

Cynthia Cardona at (661) 617-2498

For **Technical Support**, please call the following:

Language Line Solutions 1 (844)373-1951