

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Quality Improvement
Date: November 3, 2020
Subject: New video remote interpreting services for American Sign Language

Dear providers,

Santa Clara Family Health Plan (SCFHP) has partnered with Hanna Interpreting Services to provide video remote interpreting (VRI) services for your patients that speak American Sign Language (ASL). VRI services may be used to connect with an ASL interpreter on-demand during the patient's appointment. You will need a computer with a webcam to use these services.

To access these services, please follow the instructions attached to this memo. Ensure that you are only using these services for SCFHP members. **This information should NOT be shared with any patients.**

Thank you for caring for our members during this unprecedented time. Your partnership with SCFHP is appreciated.

Questions?

Please contact SCFHP's Cultural and Linguistics (C&L) team at C&Lworkgroup@scfhp.com.

Attachment:

- Hanna VRI instructions

Santa Clara Family Health Plan (SCFHP) offers video remote interpretation (VRI) for American Sign Language (ASL) through Hanna Interpreter Services. Connect to a live interpreter during the patient's appointment by following the steps below.

User notes:

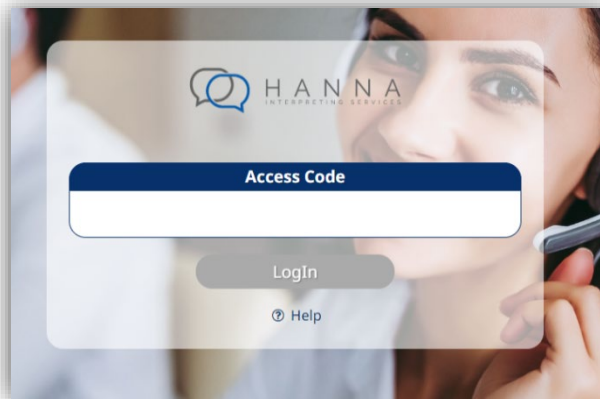
- Hanna VRI services are only for use with SCFHP members.
- The URL and access code should not be shared with any patients.
- The initiator/requestor must stay on the line through the entire VRI session.
- If you have issues connecting with an interpreter, contact Hanna at **1-855-777-8007** and tell them you are having difficulty with the on-demand VRI system.

Technical requirements:

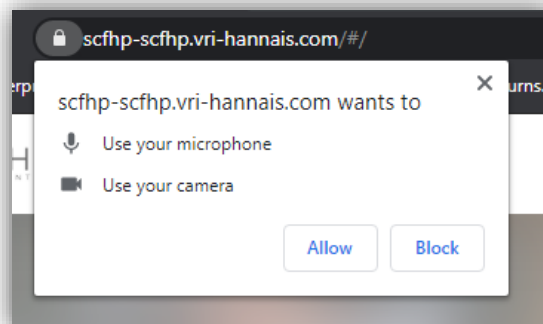
- Google Chrome, Firefox, and Safari are the recommended internet browsers. Internet Explorer is currently not supported.
- A webcam is required in order to use VRI services.

How to request VRI services

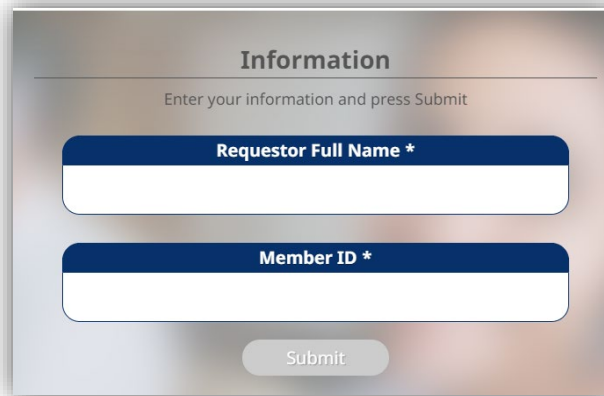
1. Visit <https://scfhp-scfhp.vri-hannais.com> using the following **access code**: 182929.



2. Click on "Allow" to grant the use of a microphone and camera.

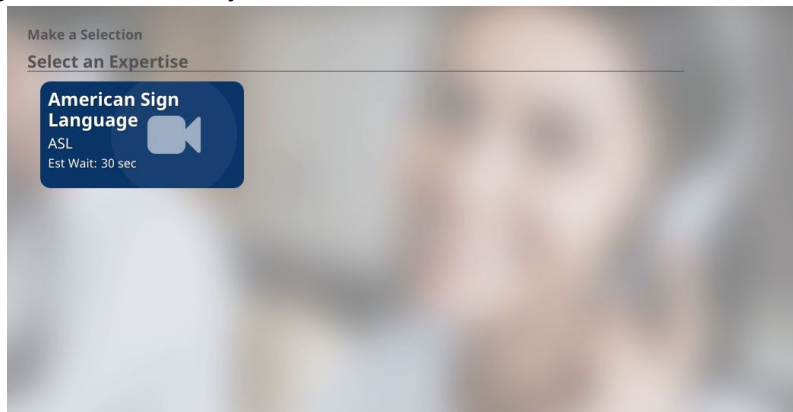


3. Fill out the required information.

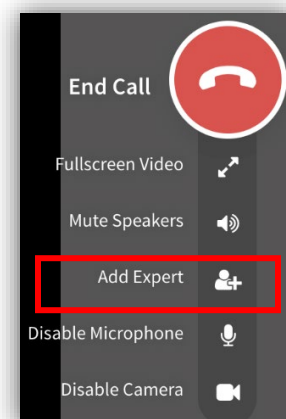
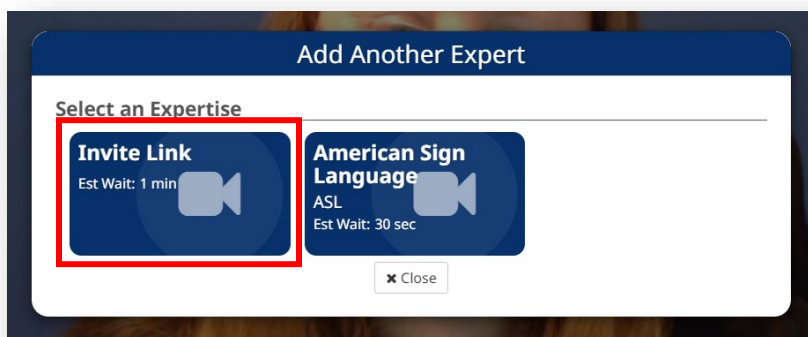


The form is titled "Information" and contains the instruction "Enter your information and press Submit". It has two input fields: "Requestor Full Name *" and "Member ID *". Below the fields is a "Submit" button.

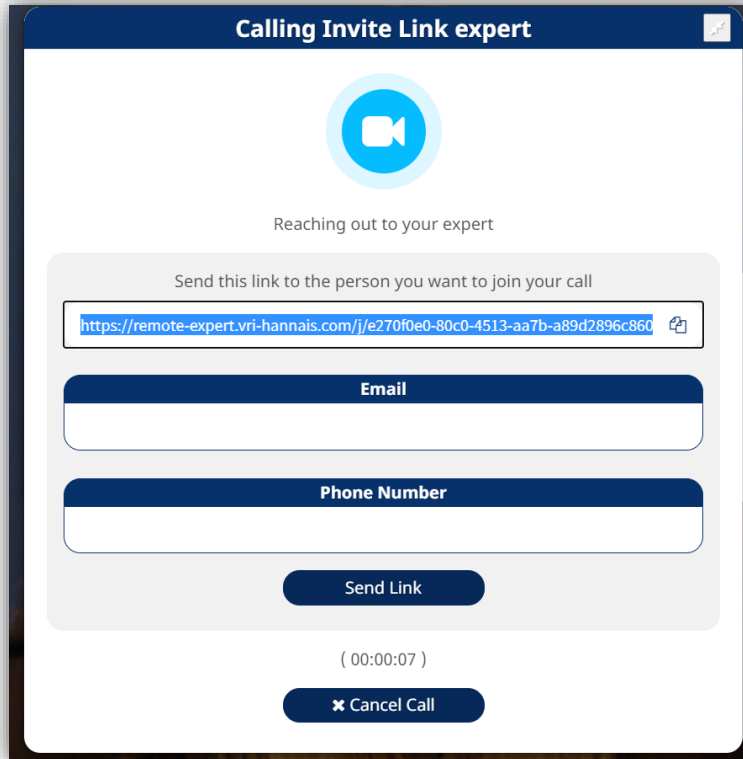
4. Select ASL by clicking on the camera symbol.



5. Once connected to the call with the interpreter, click on **Add Expert** (on the toolbar to the right side of the screen) to send an invite link to your patient.



6. Enter your patient's email or phone number and then select **Send Link**. Only one option is required but you may enter both. Your patient will receive a text message or an email with a link to join. There is no app download or password required to join the call.

The screenshot shows a mobile application interface titled "Calling Invite Link expert". At the top, there is a blue header bar with the title and a close button. Below the header is a large blue circular icon with a white video camera symbol. Underneath the icon, the text "Reaching out to your expert" is displayed. A light gray box contains the instruction "Send this link to the person you want to join your call" above a text input field containing a long URL. Below the link box are two input fields: "Email" and "Phone Number", each with a blue header bar and a white input area. A blue "Send Link" button is positioned below these fields. At the bottom of the interface, a timer shows "(00:00:07)" and a blue button with a red 'x' icon is labeled "Cancel Call".

7. All done! Once your patient has clicked the link to join they should automatically be added to your VRI call with the interpreter. End the call when the visit is completed.