

## Setting Up VRI Access to Your Own Device

Instructions on how to set up access to video interpreting services on your organization's own device.

### Step 1: Determine if the device meets the technical requirements

Must be Windows, iOS, or Android devices that meet the following requirements:

Platform	Operating system	Supported browsers	Hardware requirements
Microsoft Windows	Windows 8.x: (32 and 64 bit) Windows 10: (32 and 64 bit)	Google Chrome (recommended) Mozilla Firefox Microsoft Edge	<ul style="list-style-type: none"> <li>• 2nd Generation Intel Core i5 or later type CPU</li> <li>• 6 GB of RAM; Free physical 2 GB; Free disk space 1 GB</li> <li>• External camera for patients</li> <li>• Microphone and speaker with adjustable volume</li> <li>• Second monitor, if the device will also be used for additional programs (e.g. EHR access)</li> </ul>
Apple	iOS 10 or newer (most recent iOS always recommended)	Native app	<ul style="list-style-type: none"> <li>• iPad: Air, Air2, 6th Gen or newer</li> <li>• iPhone: 5 or newer</li> </ul>
Android	5.0 (Lollipop) or newer	Native app	<ul style="list-style-type: none"> <li>• Samsung Tablets</li> <li>• Samsung Smartphones</li> </ul>

*\*If you are unsure if you meet the technical requirements, please check with your IT Administrator.*

### Special considerations:

- Each AMN Interpreting app on a network requires at least 512 kbps of bandwidth.
- Small screens/handheld devices are not appropriate for sign language interpreting.
- Only equipment (including phones) owned by the clinic/hospital/system can be used.
- Do not use on personal devices.

### Step 2: Order license from AMN language services

1. Complete the [VRI Setup Form](#) on Partnership's provider page.
2. Email completed form back to [Randy.Blaker@amnhealthcare.com](mailto:Randy.Blaker@amnhealthcare.com). (Each device will require a separate license and login.)
3. AMN will contact you within three business days to confirm your approval status and next steps.

**Please note: There is no cost for provider licenses, the cost for interpreting services / minutes will be paid by Partnership.**

### Step 3: Set up the application



#### iOS / Android

1. Download "AMN Interpreting" from the Apple or Google app store. The icon should be bright green with an AMN logo.  
*If apps are managed by IT, then IT may need to make the app available through mobile device management software.*
2. Login with the assigned login credentials. **Be sure to toggle on "remember me."**
3. Open the app and make a test call. The app will ask for access to the mic and camera, which needs to be granted.

#### Windows

1. Install Google Chrome or Mozilla Firefox and navigate to <https://sven.stratusvideo.com>.
2. Enter the login credentials assigned to the device.
3. Perform a test call to ensure that the camera and mic are working properly. If the computer has multiple mics / speakers, you may need to adjust the settings.
4. *Optional:* Create a shortcut on the desktop for easy access.

Typically, logins are automatically saved on the web version of the app. However, if the computer requires individuals to login to their own profile, the login may not be saved across user profiles.

- **Consider labeling the monitor with the username and password** or creating another system that allows for easy access to login credentials.
- **Logins cannot be shared across devices.** Logins must be assigned to each individual device.

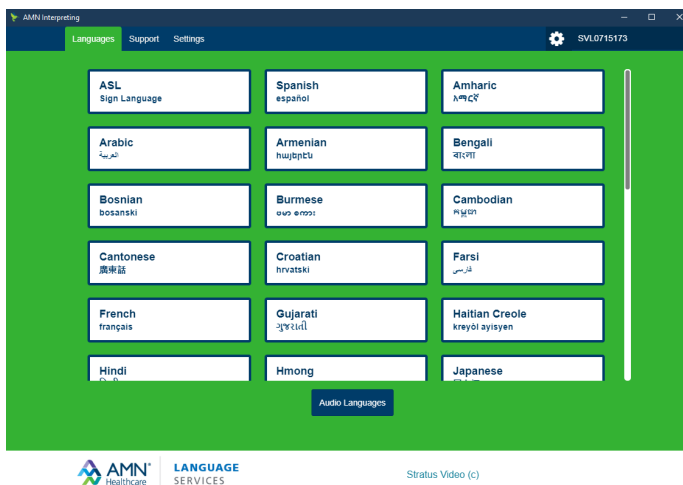
**For training support, contact Randy Blaker at [randy.blaker@amnhealthcare.com](mailto:randy.blaker@amnhealthcare.com)**  
**If you need technical assistance, please call the 24/7 AMN Help Desk at (855) 663-1231.**

# How to Use the VRI App

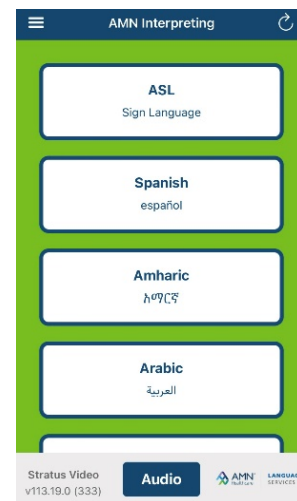
The main screen has the menu of video interpreting languages (alphabetized by language). ASL and Spanish are pinned to the top for quick access.

## Instructions

1. **Select the desired language from the menu.** Calls will take a few moments to connect with an interpreter.
  - **For any language not available on video, press the “Audio” button at the bottom of the screen.** This connects to an operator who will connect you to the desired language, audio only.
2. **Once the session is done, disconnect using the red “End” button on the bottom right of the video screen, or ask the interpreter to hang up.**



Windows View



iPhone View

## Best Practices

- At the start of the call, interpreters will introduce themselves with their name and ID number. It is recommended providers record this information in the patient’s chart.
- Interpreters will ask providers intake questions at the start of each session:
  - For phone interpreting service, providers will be asked:
    - **Partnership#, Provider Site Name & City (Required), Member ID (if applicable)**
  - For VRI service, providers will be asked:
    - **Member ID (if applicable)**
- **Where can I find my Partnership #?** *The Partnership # can be found on the Partnership Website at <http://www.partnershiphp.org/Providers/Medi-Cal/Pages/Provider-Directory.aspx>. Select *Printable Directory by County* and Partnership# is located under provider name.*

NAME OF PROVIDER
PCP PHC#: 17294
NPI: [REDACTED]
Family Medicine, Internal Medicine, Pediatrics
<b>Accepting Existing Patients</b>
No Age Limitations
CHDP Provider

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- Position the screen so that the patient and interpreter can see each other clearly.
- Speak directly to the patient in first person language, avoiding idioms and slang, and pause to allow for interpretation.
- Interpreters may need to ask clarifying questions to the provider or patient. There may be instances, like with some medical terminology, in which the most direct translation is a description of the procedure instead of one term.
- To see a video demonstration of how to use VRI please click on link – <https://bit.ly/3a43ZpJ>.

## Additional Features

- Select the **menu** at the top left for help with **settings**, **troubleshooting**, and **current video interpreting hours** (varied based on language).
  - **Note:** *if it is after hours for a video language, interpreting is still available via audio interpreting. Calls will automatically roll over to an audio-only interpreter.*
- **Call Transfers:** Interpreters can transfer the call for gender preferences, dialect differences, or any other reason the patient may feel more comfortable with a different person.
- **Patient Privacy:** Select the video camera icon at the bottom left of the video screen to suspend the video feed. Interpreters are also able to suspend their video feed. The video feed can be resumed at any time.



*Features available in-call, at the bottom of the video screen*

- **White Board:** Interpreters can type in a chat box in both English and the patient's language. Just ask for the White Board and let the interpreter know what you would like typed. (*Good to use when prescribing medication and/or providing instructions and at the member's request.*)
- **Quality Rating:** At the end of each call session you will have the opportunity to rate the interpreter quality and video quality, and provide optional comments.

A screenshot of a 'Session Complete' feedback form. The form has a light gray background. At the top, it says 'Session Complete' and 'Session ID: 20762769'. Below that is the heading 'Provide Feedback'. There are two sections: '\* Interpreter Quality' with five stars, and '\* Video Quality' with five stars. Below these is a 'Comments:' section with a text input field containing the placeholder 'Type your answer'. At the bottom right, there are two buttons: a red 'Skip to Endscreen' button and a green 'Submit' button.

## Need Help?

For Training support, contact Randy Blaker at [randy.blaker@AMNhealthcare.com](mailto:randy.blaker@AMNhealthcare.com)

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