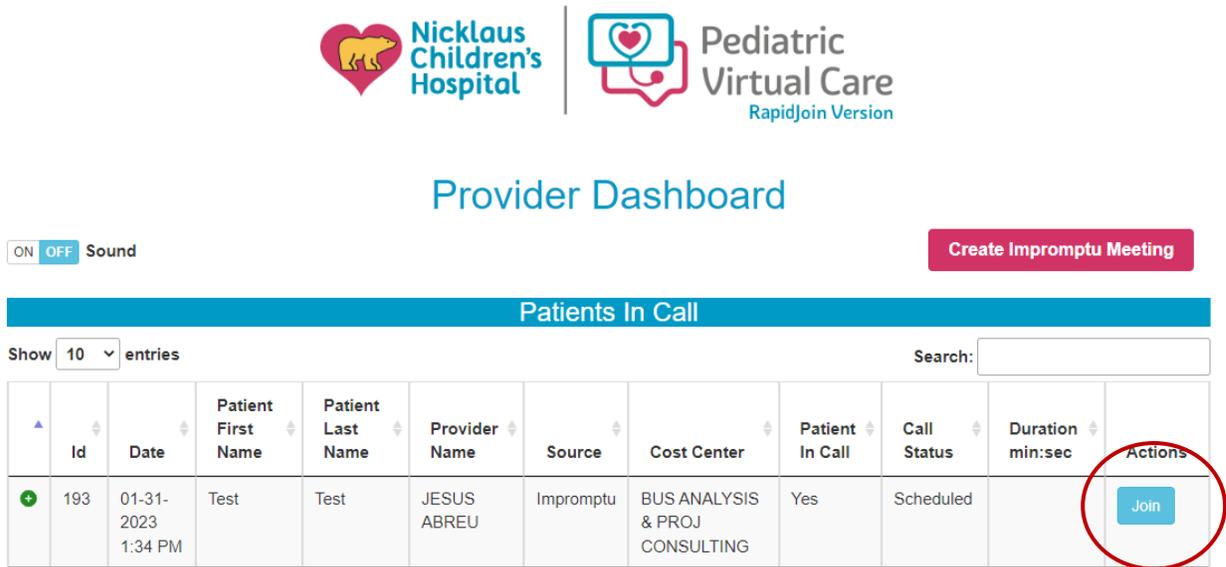


**Instructions to invite an interpreter to a telehealth call that has been arranged through Nicklaus Children’s Hospital Pediatric Virtual Care RapidJoin platform.**

1. **Join the telehealth meeting** via the provider dashboard, by clicking on “Join” icon.



Nicklaus Children's Hospital | Pediatric Virtual Care RapidJoin Version

### Provider Dashboard

ON OFF Sound Create Impromptu Meeting

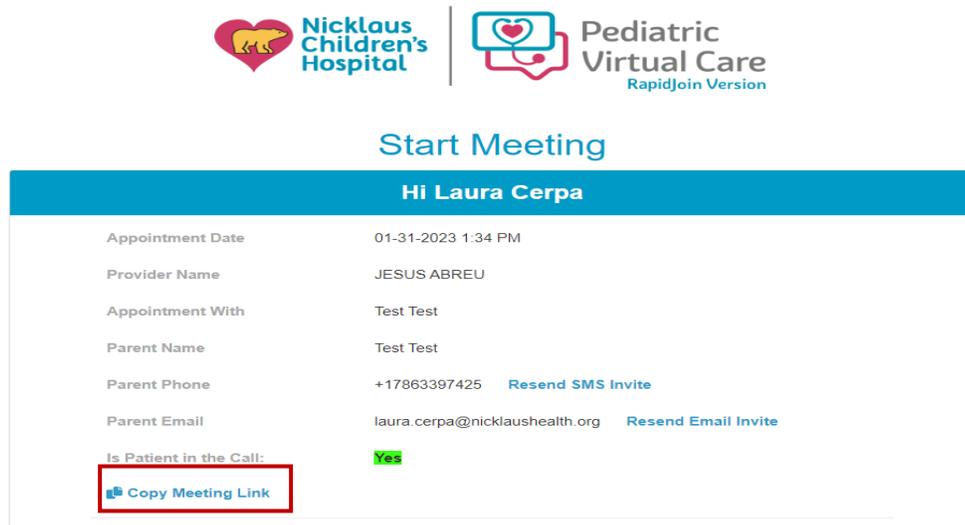
Patients In Call

Show 10 entries Search:

	Id	Date	Patient First Name	Patient Last Name	Provider Name	Source	Cost Center	Patient In Call	Call Status	Duration min:sec	Actions
+	193	01-31-2023 1:34 PM	Test	Test	JESUS ABREU	Impromptu	BUS ANALYSIS & PROJ CONSULTING	Yes	Scheduled		<a href="#">Join</a>

2. **Copy meeting link:** Click on “Copy Meeting Link” to copy the telehealth meeting invitation link from the “Start Meeting” window (figure 2.1) **OR** copy the invite link from inside the zoom meeting window (figure 2.2).

**Figure 2.1- Copying link from the “Start Meeting” window**



Nicklaus Children's Hospital | Pediatric Virtual Care RapidJoin Version

### Start Meeting

Hi Laura Cerpa

Appointment Date: 01-31-2023 1:34 PM

Provider Name: JESUS ABREU

Appointment With: Test Test

Parent Name: Test Test

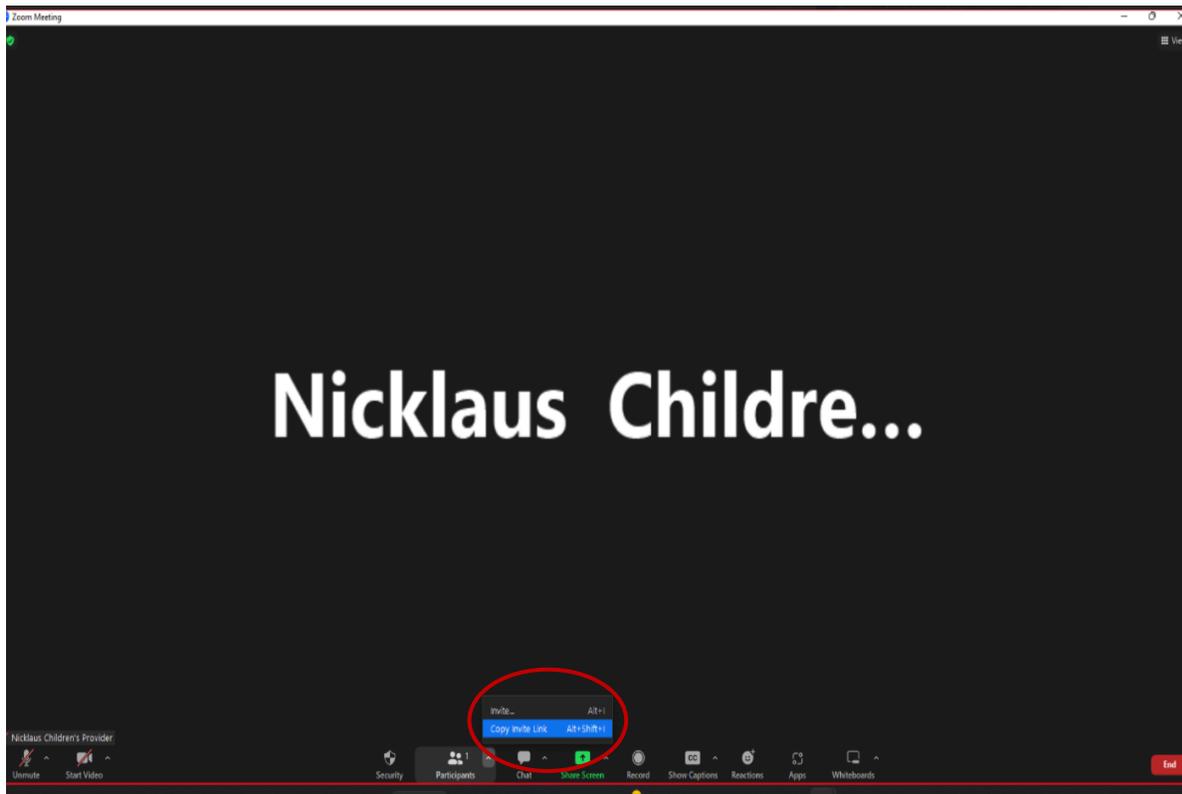
Parent Phone: +17863397425 [Resend SMS Invite](#)

Parent Email: laura.cerpa@nicklaushealth.org [Resend Email Invite](#)

Is Patient in the Call: **Yes**

[Copy Meeting Link](#)

**Figure 2.2 – Copying link from inside the Zoom meeting**



3. Navigate to CyraCom Connect portal ([connect.cyracom.com](https://connect.cyracom.com)) and login.

- Use the credentials provided to you.

4. **Select your language** and click on the video camera icon.



5. On the session information form in CyraCom Connect:

- **Select** Provider from the drop-down list – **Zoom**.
- **Paste** meeting link you copied in Step 2.
- **Enter** patient's date of birth in MMDD format (two-digit month and two-digit day) as the meeting password.
- **Click the checkbox to** confirm your video conference is in progress. When all the information has been entered, the video camera icon will turn blue. **Click the video camera icon** to connect to a CyraCom Interpreter.

Select Zoom provider from the drop-down list (Required Field)

Enter your Meeting Link (Required Field)

Enter patient's date of birth in MMDD format (Required Field; two-digit month and two-digit day).

Click the Video Camera to initiate the call to a CyraCom Interpreter

Session Information X

Language  
Spanish

Provider \*  
Zoom X

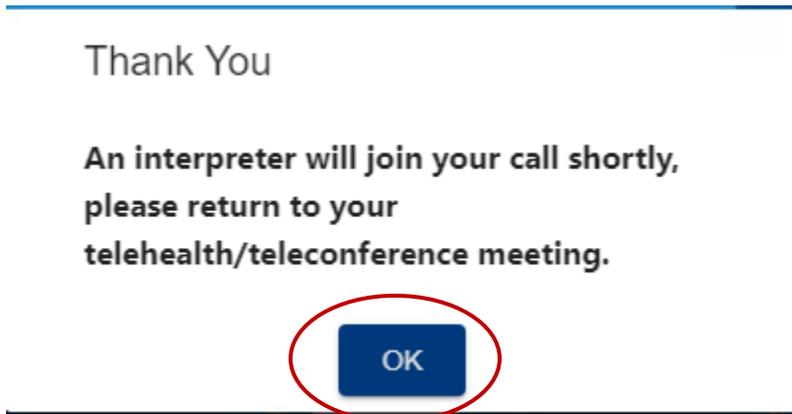
Meeting Link \*  
https://nchs-telehealth-websites.net/pat...

Meeting ID

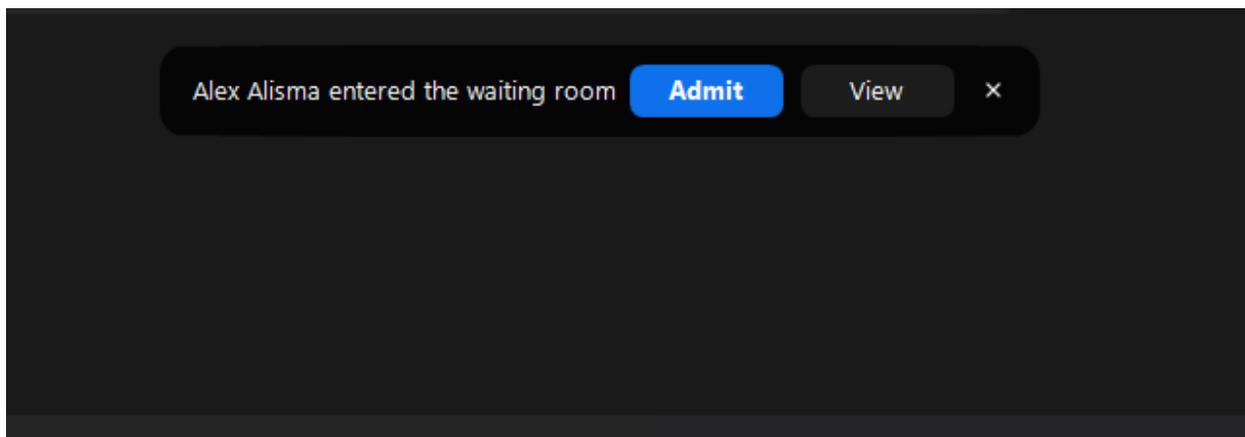
Meeting Password  
0318

I confirm my video conference is currently in progress and ready for an interpreter to join

7. Click **“OK”** on the confirmation **“Thank You”** pop-up, **return to your pediatric virtual care meeting**, and wait for the interpreter to join your meeting.



8. Click on **Admit** for interpreter to join telehealth session.



9. When the telehealth session is complete, **end the call**.