



CYRACOM INTERPRETER APP – HOW TO USE

1. THE APP WILL BE ‘PUSHED’ TO YOUR [SECURE] HENRY FORD IPHONE.

2. LAUNCH APP AND LOG IN

The username/password for the is:

username: HFHSProvidercellphone@cyracom.app

password: video123

3. SECLECT LANGUAGE, SELECT “VIDEO INTERPRETATION”

Video may not be available for all languages, but is highly recommended when possible

4. INPUT PATIENT’S MRN – DON’T SKIP

Users are always asked to put in patient MRN data (Even though it says optional). This has been approved by compliance.

5. SELECT “GET INTERPRETER” TO BEGIN CALL

A few practical considerations:

1) Position your device at roughly an arm’s length away from the patient (~3 feet) at eye level.

Ideally, your device can be positioned upright on a mayo stand or countertop to allow you to perform your full history and physical exam by freeing up your hands. As this may not be practical in all situations, it is reasonable for the provider or the patient to hold the phone at arm’s length when needed.

2) Always have the patient within view of the camera

Include both parties in the camera frame if possible. If not, simply ensure the patient is in view.

3) Speak directly to the patient at all times

4) Ensure call is on “speakerphone” at max volume to start, adjust as needed

6. RECORD INTERPRETER’S ID NUMBER

Located at bottom of the screen. Consider writing this number down and avoid screen shots to protect patient confidentiality.

Document Interpreter ID within 2 places: In provider note and within Interpreter Services tab in EPIC (typically located in “other” section of the toolbar. Input data under ‘Interpreter Use’ subheading.)

7. END CALL, SANITIZE DEVICE

Clean device with approved wipes, allowing proper dry time between uses. Perform hand hygiene.