# Immediate Video Interpretation Assignments with MCIS Language Solutions
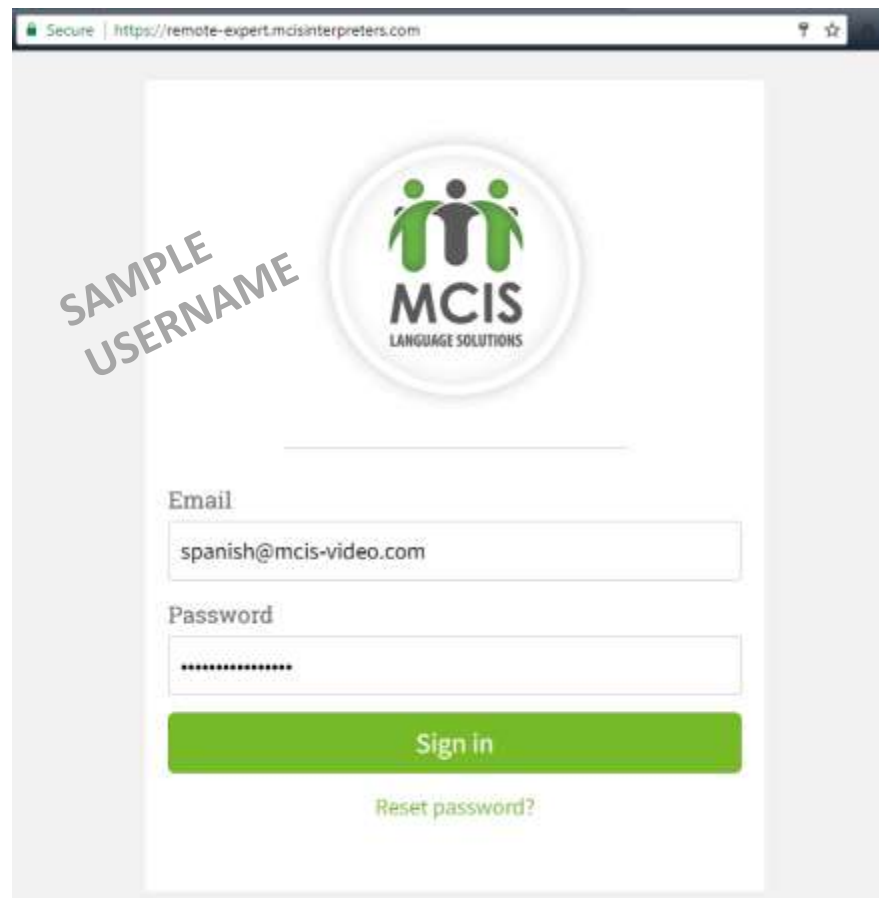
**Guidelines and Instructions**

[remote-expert.mcisinterpreters.com](remote-expert.mcisinterpreters.com)
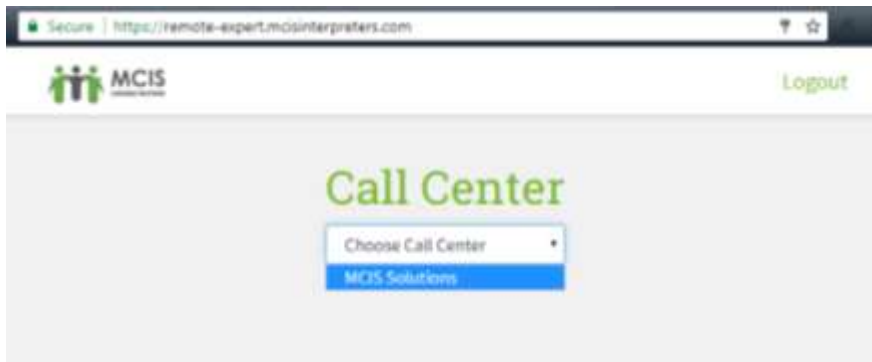
# Password Confirmation

Once you have been tested, a Bluestream account will be created using your e-mail (previously provided to MCIS). Once the account is created, you will receive an e-mail asking to create a new password.

# Connecting

❑ URL: https://remote-expert.mcisinterpreters.com

❑ Enter your username and password as provided by MCIS
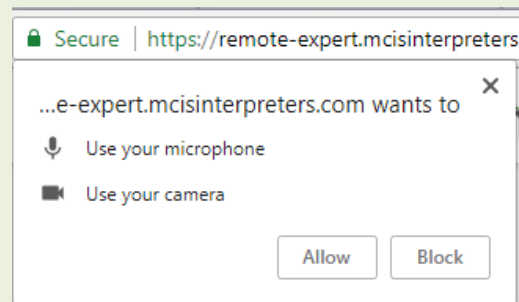
# Connecting

❏ Choose Call Center

   ○ MCIS Language Solutions

❏ Log into MCIS Language Solutions





**Note:** *You may be prompted in Google Chrome or in Mozilla Firefox that Bluestream needs to access the microphone and camera. Press "Allow" on this prompt in order to properly continue.*

# Data Collection Form

The Data Collection Form may change from customer to customer. These are some of the questions you may need to ask:

- May I have the name of staff member requesting service
- May I have the name of the school
- May I have the name of your facility
- May I have the voucher number
- May I have you name
- May I have your address
- May I have your city
- May I have your client's FULL name or MID number
- May I have your department
- May I have your employee ID# or client ID#
- May I have your full name
- May I have your name
- May I have your name and client file number
- May I have your name and last name
- May I have your phone number and extension
- May I please have the requestor's first and last name? (if different from caller.)
- Name and Last Name of caller

Only ask these questions if prompted to by the system.

# Data Collection Form

| Blank form displayed at the start of call | Sample data typed in the form |
|---|---|
| **This is a sample questionnaire displayed for THE OTTAWA HOSPITAL** | |
| Name of Caller | Name of Caller |
| Type the caller's name | John Smith |
| Name of Patient | Name of Patient |
| Ask and type the patients name | Adam Trott |
| MRN Number | MRN Number |
| Ask and type the MRN number | 40312845 |
| **This is a sample questionnaire displayed for Winnipeg Region Health Authority** | |
| Name of Caller | Name of Caller |
| Ask the Callers name | Irwin White |
| | (Spelling very important) |

| This is a sample questionnaire displayed for Thames Valley District School Board | |
|---|---|
| Name of Caller | Name of Caller |
| Ask and type the caller's name | Frank Hills |
| Name of School | Name of School |
| Ask and type the School name | Willford PS |
| Nature of call | Nature of call |
| Ask and type the Nature of call | Parent Teacher interview |

| This is a sample questionnaire displayed for Ontario Shores | |
|---|---|
| Name of Caller | Name of Caller |
| Ask and type name of Caller | Irina Morgan |
| Department name (3 letter) | Department name (3 letter) |
| Ask and type the dept. name | FAU |
| Functional Centre (15 digit code) | Functional Centre (15 digit code) |
| Ask and type the 15 digit code | 017127655400236 |

# While on a Call



Fill out the Data Collection form **as soon as you connect.**

Elapsed time

End Call

Enable/Disable Full screen

Mute/Unmute Speakers

Show/Hide Data Form

Enable/Disable Camera

Enable/Disable Microphone

Use the chat box to communicate in writing with the customer if needed (*e.g. problems with audio, video, etc.*)

# Ending a Call



- **Rate** each item
- Fill out the comments section (if any)
- Click on **submit**
- Or Continue without rating

# Tips and Refreshers for Immediate Video Assignments

# Greeting – Shortening the Interpreter's Introduction

❑ The immediacy of the call requires a **VERY** short introduction

❑ You are also required to ask for some **information** from the customer

❑ See below:

▪ "Hello, my name is *Alejandro*, *Spanish* Interpreter with MCIS.  My resource number is *R003567*."

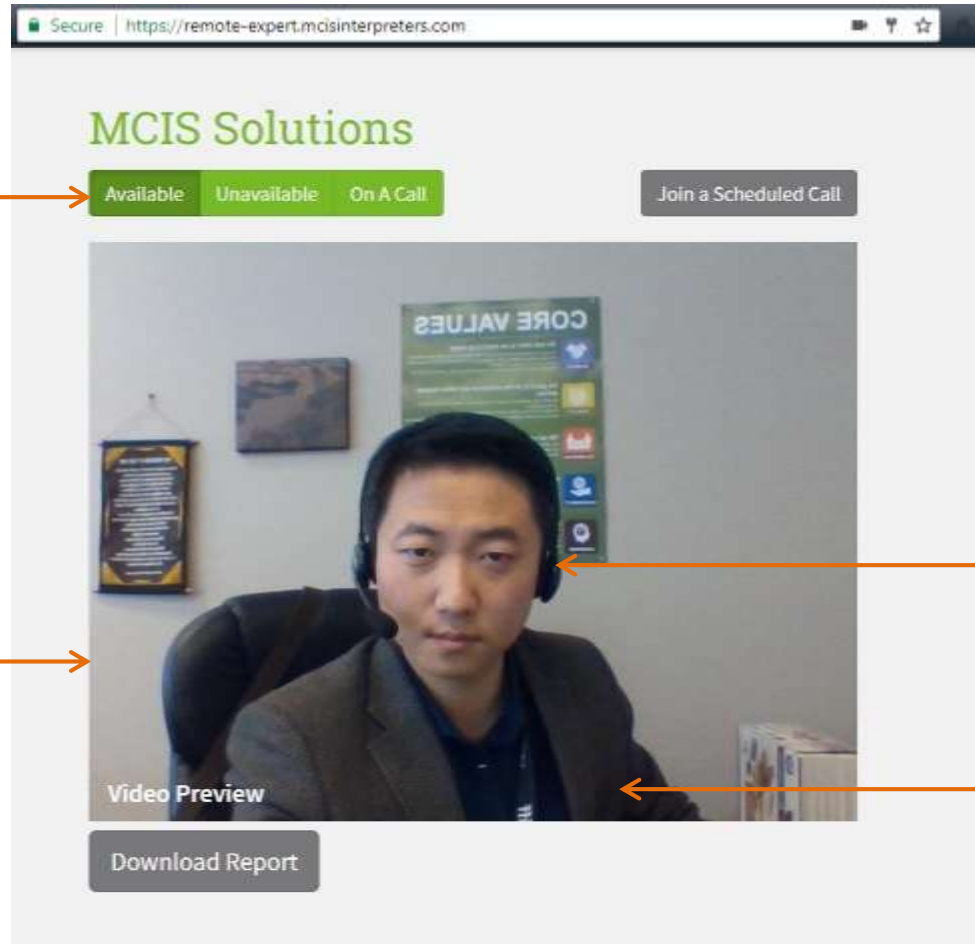❑ Ask **ONLY** the questions that appear in the Data Collection Form

*SAMPLE FORM*

**Data Collection** «

Patient Name ⌄

MRN Number ⌄

Fill out the form that appears on the top-left corner of the screen **as soon as you connect.**

# Seating and Lighting Arrangements



Make sure you select the "**Available**" status in order to take calls.

Make sure the room is **well lit**.

Wear a **headset** with microphone and headphones for optimal call quality.

Sit in a way that you appear in the **centre** of the screen.

**From this screen, you will be awaiting any calls/assignments from any clients.**

# Remote Interpretation Basics



**Find**

- A quite & well-lit place that is free of interruptions
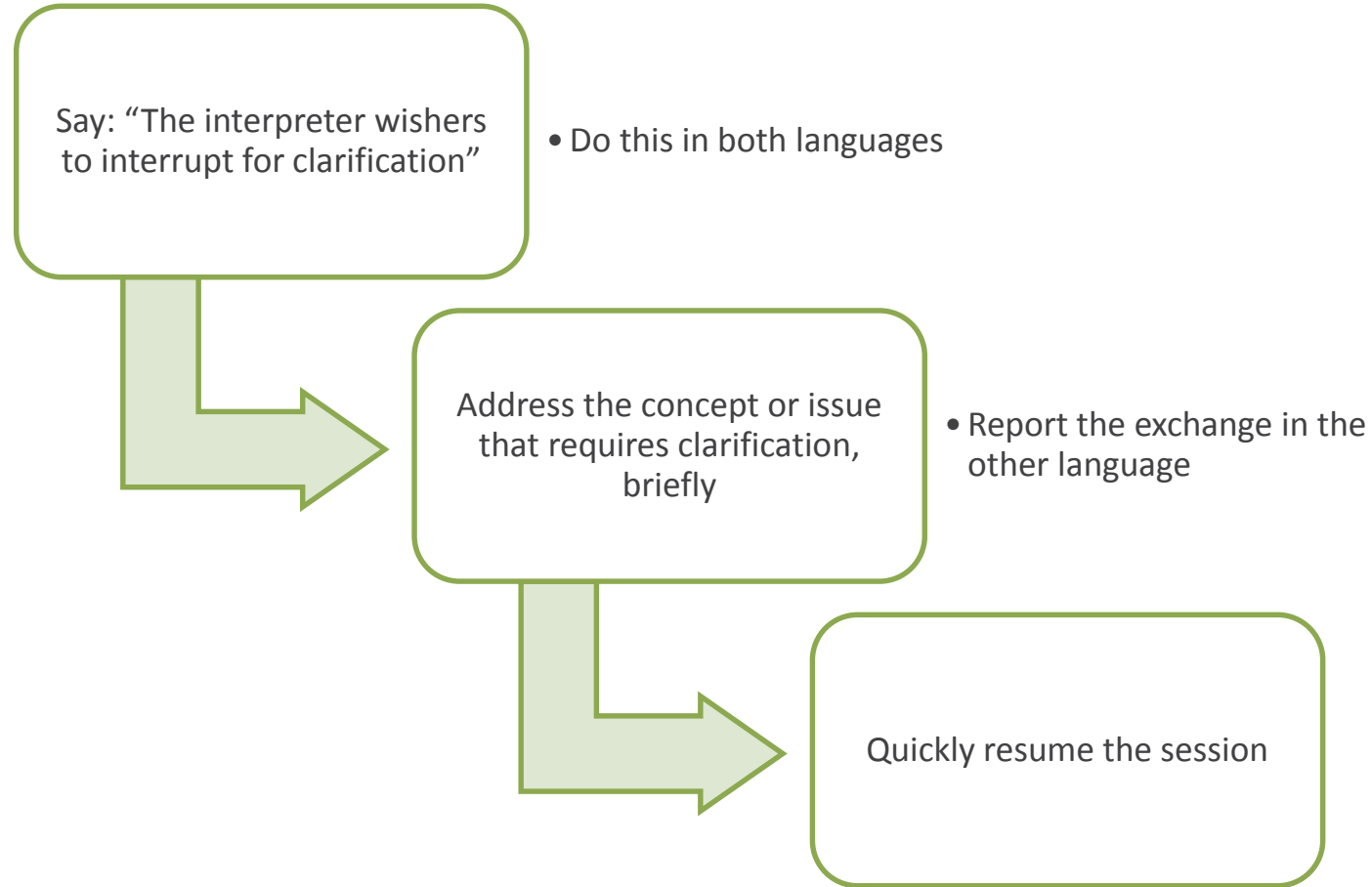


**Make sure you**

- Inform your family and neighbors you are working
- Post "do not disturb" sign on door
- Set your mobile devices to silent or vibration mode



**Have tools & resources ready**

- Pen and notepad
- Working computer
- High-speed internet
- Online dictionary
- Headset

# Interrupting for Repetition or Clarification

Say: "The interpreter wishers to interrupt for clarification"

- Do this in both languages

Address the concept or issue that requires clarification, briefly

- Report the exchange in the other language

Quickly resume the session

# Experiencing Technical Difficulties?

## Contact Support

☎ : 416-467-3097 x 500

✉ : training@mcis.on.ca

Questions related to the assignment itself?

Contact the **Interpretation Services** department at 416-467-3097 x

700 or at is@mcis.on.ca