MyChart Virtual Visits - Add an Interpreter to a MyChart Virtual Visit
Effective Date: 9/15/2021

PURPOSE: To provide instructions on how to add an interpreter to a MyChart Virtual Visit. This functionality allows you to invite a qualified interpreter directly into a MyChart Virtual Visit.

The first part of this tip sheet shows screenshots from a mobile device. The second part details how this process looks on a Mac or PC.

Follow these steps to add an interpreter once you are in the video portion of the MyChart Virtual Visit on a mobile device:

1. On the video controls bar, find and press Add Participant (button to the right with a person and a plus sign).

2. Search for the needed language by typing AMN and the Language Name into the search box, then press the Invite Participant icon, and an interpreter will join as a participant in the video visit.

You may also type AMN in the search box to see a list of available languages.
NOTE: You will need to give the interpreter your clinic name and the name of the facility you are working in, for example, Urgent Care at Westridge Health Center.

Follow these steps if the language needed is not listed:

1. Type Audio in the search box and press Invite Participant.

2. If prompted, press Invite. An operator will join. Tell the operator the Language Name, and an interpreter will join as an audio participant to the video visit.

Follow these steps to add an interpreter once you are in the video portion of the MyChart Virtual Visit on a Mac or PC:

1. On the video controls bar, find and click Invite.
2. Search for the needed language by typing **AMN** and the **Language Name** into the search box, then press **Invite this user**, and an interpreter will join as a participant in the video visit.

You may also type **AMN** in the search box to see a list of available languages.

**NOTE:** You will need to give the interpreter your **clinic name** and the **name of the facility you are working in**, for example, Urgent Care at Westridge Health Center.

Follow these steps if the language needed is not listed:

1. Type **Audio** in the search box and press **Invite this user**.
2. An operator will join. Tell the operator the Language Name, and an interpreter will join as an audio participant to the video visit.