

American Sign Language Interpretation: LanguageLine Solutions

For American Sign Language Interpretation (ASL), the following services will provide live interpretation on a video platform. There are two ways to access these services through LanguageLine Solutions.

Method 1

This method invites an interpreter to join your platform. The process of connecting an interpreter to your platform can take up to 5 minutes. There is no need for an appointment, services are available on demand.

1. Prepare Zoom to allow the interpreter to join your session.
2. Using Chrome enter this URL: <http://telehealth.languageline.com>
3. Enter the LanguageLine Authentication Code: **P4M7MGD3KQ**
4. Select **“American Sign Language”** from the **“Language”** drop down menu.
5. Copy the Zoom Link information for the room you want the interpreter to join and paste into **“Meeting Invite URL”**.

HELPFUL HINT: If you are inviting the interpreter to join a psychiatry appointment, give the Zoom link for the psychiatrist’s room. Make sure to communicate with the psychiatrist letting them know an interpreter will be joining and they will need to let them in. If you are inviting them to your own Zoom appointment, give them the information for your Zoom.

6. Select **“Request Interpreter”** and wait for them to join you.

Method 2

This method is good for use when meeting face to face with the person in care using a PC/Laptop. This routes the video chat through the LanguageLine Site.

1. Using Chrome enter this URL: <http://insight.languageline.com>
2. Enter the Authentication Code: **P4M7MGD3KQ**
3. Enter into **“Device Name”**: MCBH (your program)
4. Click on **“Activate Device”**
5. Click on **“Allow”** for access to your camera and microphone.



Telehealth Video Interpreter Request

To request a LanguageLine Solutions video interpreter for your telehealth call, please complete the form below and submit by clicking on the Request Interpreter button. A video interpreter will join your call shortly through the meeting link you provide.

LanguageLine Authentication Code

3

Language

4

Meeting Invite URL

5

Please note: this form supports Doxy.me and Zoom meeting invites. Please contact your Account Executive for information about other platforms we support through our telehealth API and email integration capabilities.

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If you have a need to schedule in advance a LanguageLine Solutions video interpreter and you have an established Onsite Interpreting account, please send an email request to onsiterequests@languageline.com or call 1-888-225-6056, option 1 to speak with a scheduling representative.



Questions or need assistance? Contact LanguageLine Account Executive
CustomerCare@LanguageLine.com or call 1-800-752-6096
For 24/7 Technical Support call 1-844-373-1951