COVID-19 Update: Instructions for those needing an interpreter for a Zoom encounter

1. Set up, share, and start the Zoom meeting

You’ll need to set up and initiate the Zoom meeting and provide the link to the patient or other parties needing to join. When it’s time to start, the host should launch the Zoom meeting.

2. Call the interpreter

You will need to dial 310-267-8001 from a telephone and select option 2 and then option 1.

3. Connect to an interpreter

Speak and select the language needed. Once on the line with the interpreter, explain that they will be making an outbound third-party call to a Zoom meeting. Provide them with the telephone number for the Zoom meeting and let the interpreter know you will enter the meeting ID once the call is connected.

4. Interpreter joins the Zoom meeting

The interpreter will put the meeting host on hold for a moment and dial the phone number to the Zoom meeting. When the host hears “Welcome to Zoom, please enter your meeting ID,” enter the Meeting ID and use pound for the Participant ID as prompted.

5. Begin encounter

After entering the Meeting ID and Participant ID, all parties will be connected. Please allow the interpreter to introduce themselves to the patient, and begin the session.

Note: The meeting host must not hang up the phone or both the provider and interpreter will be disconnected from the call.