



Get Started with GLOBO

GLOBO provides fast access to audio and video interpretation via GLOBO Connect on an iOS or Android device. You can also track and manage services via the GLOBO HQ Portal.

You will receive a password after your account has been set up if you're utilizing GLOBO HQ URL. You can reset your password.

Your GLOBO HQ URL:
<https://bvrmc.globohq.com>



Access Audio Interpreting from Any Telephone

To access Audio Interpreting, simply dial your dedicated number on any telephone.

Buena Vista Regional Medical Center:

(844) 681-4785



Tips for Success

1

Allow Time for Intake

If you're asked intake questions, please be patient and answer all questions to the best of your ability.

2

Request Dial Out If Needed

If you need to add a third party to the call, please let your agent know at the beginning of the call.

3

Speak To Your Caller, Not Interpreter

Speak naturally and directly to your caller. Pause after completing a thought or phrase to give your interpreter time to interpret.





GLOBO Intake Information

Two Intake Questions

- MRN
- Department

Document Interpreter name and ID#

MRN Not Available

- Use Customer/Patient Name
- Phone Number



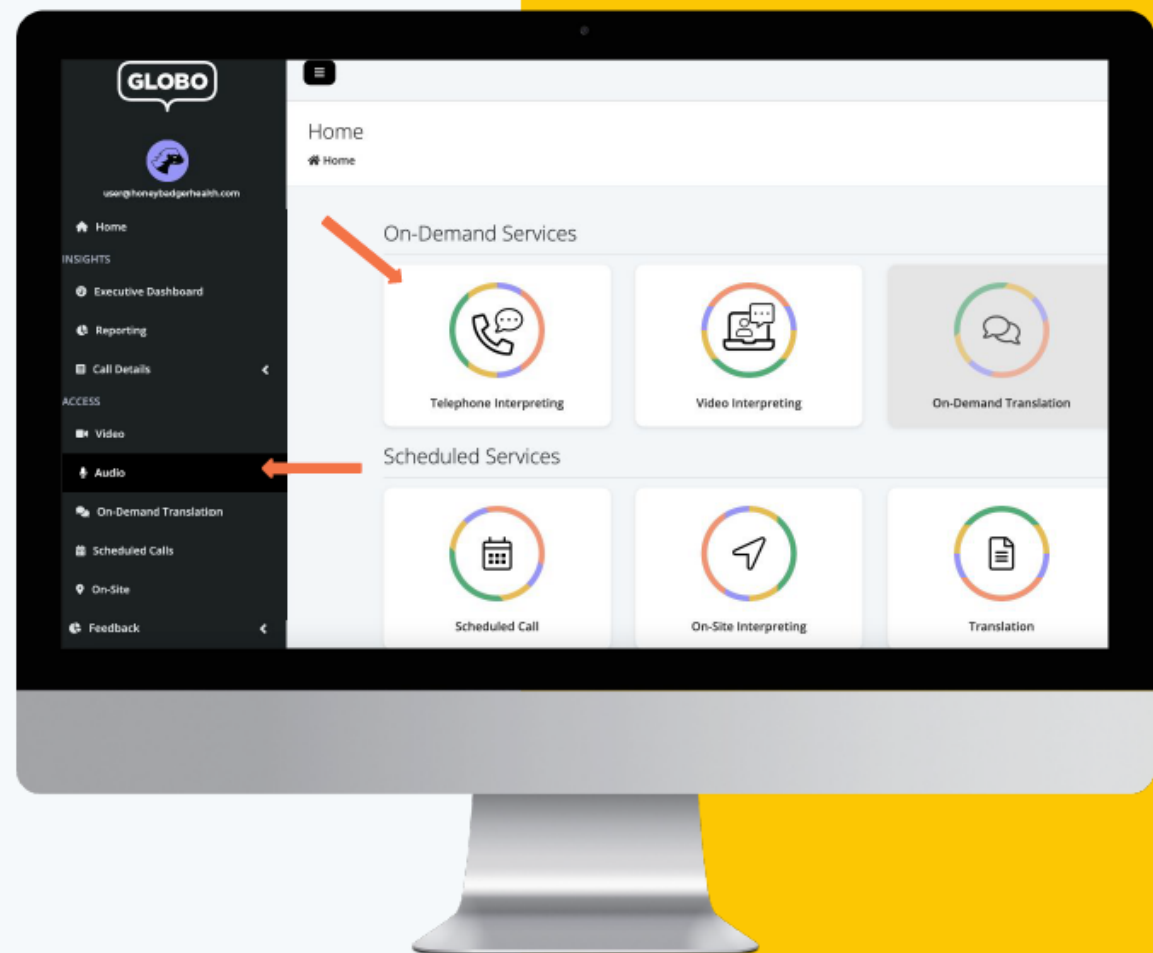


Using On-Demand **Audio** Interpreting via GLOBO HQ

GLOBO's on-demand audio interpreting service is also accessible via a web browser through the GLOBO HQ portal. We recommend using the Google Chrome browser for optimal performance.

To Use Audio Interpretation via GLOBO HQ:

- 1 **Log in** to GLOBO HQ from a web browser (Google Chrome is recommended).
- 2 Click the '**Audio Interpreting**' button.
- 3 Click the '**Start Audio Call**' button.
- 4 **Select the language** you need assistance with.
- 5 If the line has intake questions, please answer them, and click 'Next.'
- 6 Confirm that the language and intake information is correct. If so, click the '**Start Call**' button to connect to an interpreter.
- 7 Once connected, you will see a 'Mute Microphone' button in the lower left of the numerical touchpad and the 'End Call' button in the lower right corner of the numerical touchpad.



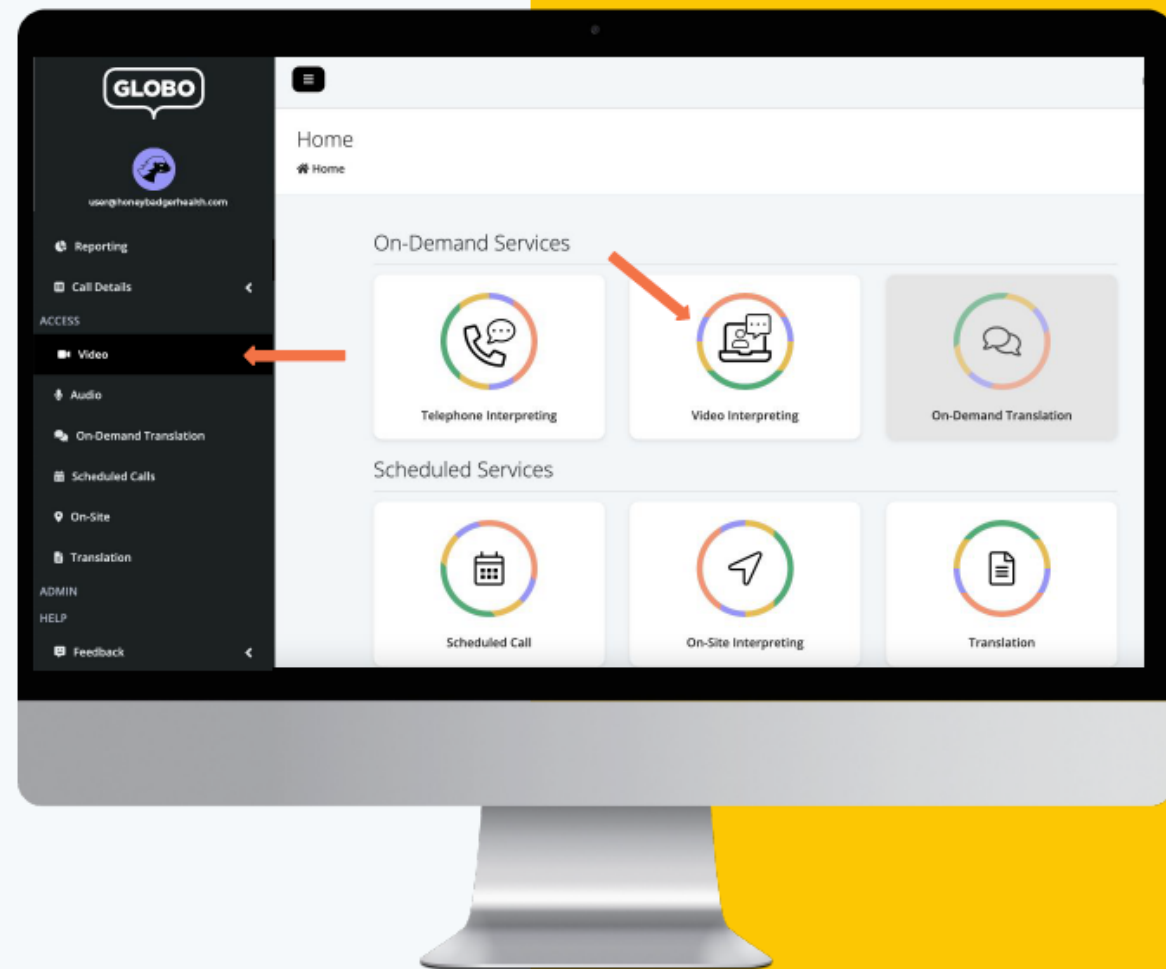


Using On-Demand **Video** Interpreting via GLOBO HQ

GLOBO's on-demand video interpreting service is also accessible via a web browser through the GLOBO HQ portal. We recommend using the Google Chrome browser for optimal performance.

To Use Video Interpretation via GLOBO HQ:

- 1** **Log in** to GLOBO HQ from a web browser (Google Chrome is recommended).
- 2** Click the **'Video Interpreting'** button.
- 3** Click the **'Start Video Call'** button.
- 4** **Select the language** you need assistance with. You can also select a 'Test Call' to connect to a video agent or a 'Customer Service' call, which is audio only. Please answer any intake questions requested.
- 5** You will then see yourself on the screen. Click the **'Start Video Call'** button to connect to an interpreter.
- 6** Once connected, you will see camera and microphone control buttons, which will turn off and on both devices. At the end of the call, click the red **'End Call'** button.

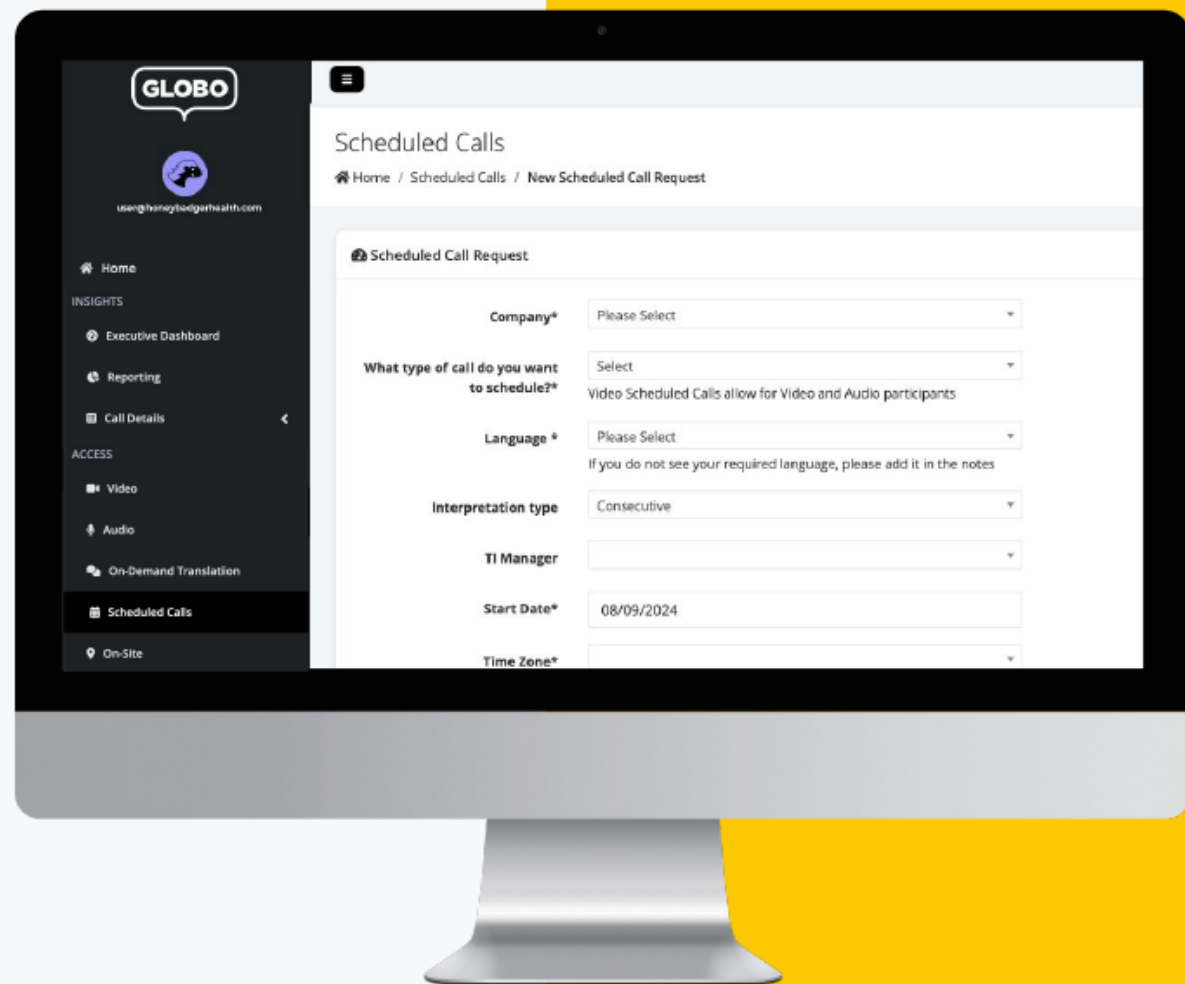




Scheduling an Audio or Video Call via GLOBO HQ

If you have advanced notice, scheduling an Audio or Video Interpreter can ensure an interpreter is ready at the moment you need them. This service is especially helpful when assistance with a rarer language is needed. To Schedule an Interpreter:

- 1 **Log in** to GLOBO HQ from a web browser (Google Chrome is recommended).
- 2 Navigate to **'Scheduled Calls'**
- 3 Click the green **'Add Scheduled Call Appointment'** button.
- 4 **Fill in the form** with relevant details.
- 5 For Type of Call, select **'Audio'** or **'Video'**. Select **'Other'** for adding an interpreter to a 3rd Party application, such as Zoom, Webex, or Teams.
- 6 Click **'Submit'**. You and any other participants will receive an email with details on how to join the appointment.





How to Request an Interpreter via the GLOBO Connect App



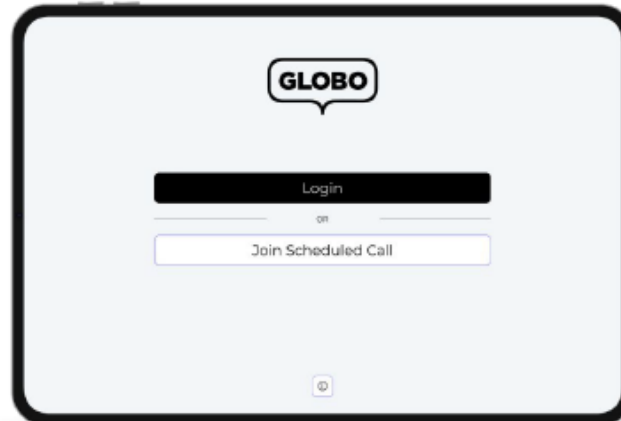
1 Download & Open the GLOBO Connect App



Our GLOBO Connect app is available via the Apple App Store (Apple iOS devices) or from the Google Play Store (Android OS devices).

Once downloaded, locate the app on your device and open it by tapping on the GLOBO icon.

2 Enter **Email & Password**



Please enter the email address associated with your account to log in and press 'Done'.

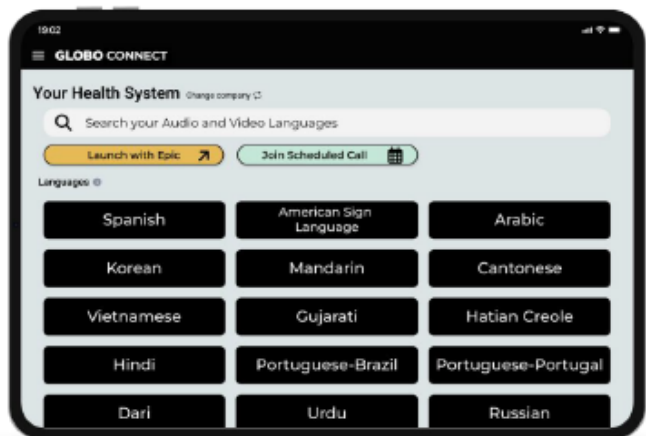
3 Select **Company**



If prompted, please select your associated company.



4 Select **Language**



Scroll the language menu and select the language you need. If the language needed is not listed, please use the search bar to access the full language list.

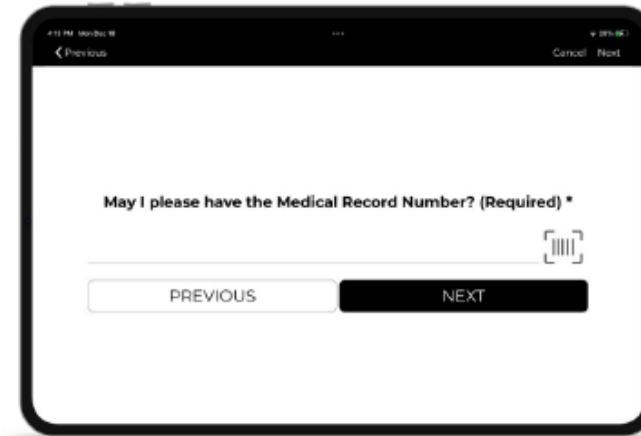
Users may also start a **'Scheduled Call'** or **'Launch with Epic'** if available. To configure 'Launch with Epic,' please contact your customer success manager.

5 Select **Service Line**



All available service lines for the language requested will be displayed.

6 Enter **Intake Information**



You may be asked to enter intake information via the on-screen keypad before beginning the interpretation session.



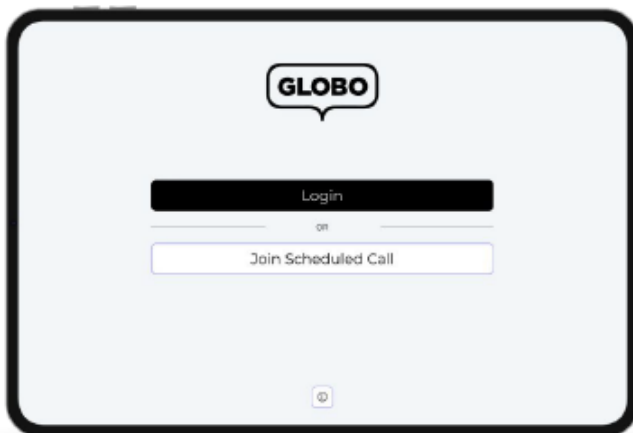
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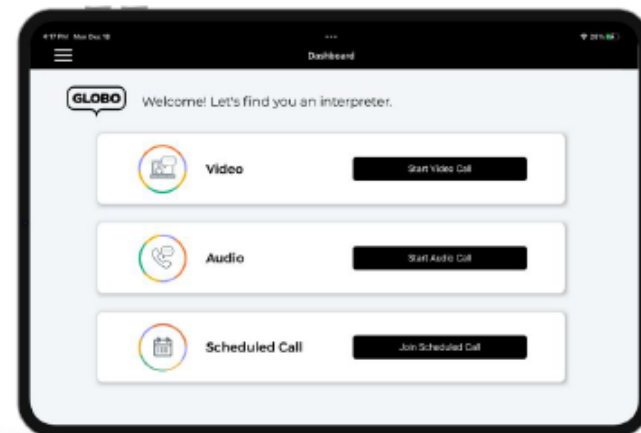
Once downloaded, locate the app on your device and open it by tapping on the GLOBO icon.

2 Enter **Email & Password**



Please enter the email address associated with your account to log in and press 'Done'.

3 Select **"Video Call"**



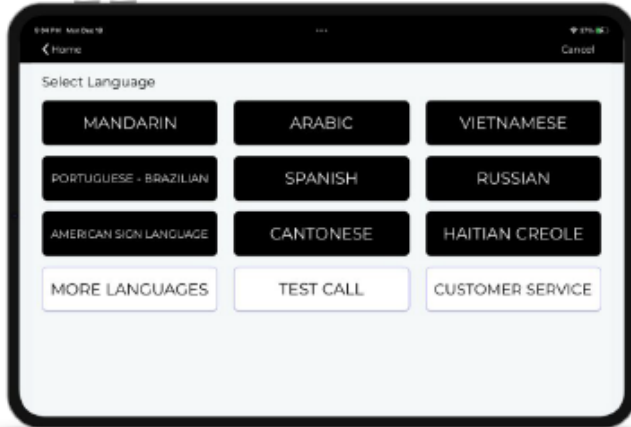
Press 'Video Call' to begin a video remote interpretation session. Use 'Audio Call' if you need an audio interpreter (see previous section for additional instructions).



How to Use Video Interpreting via the GLOBO Connect App

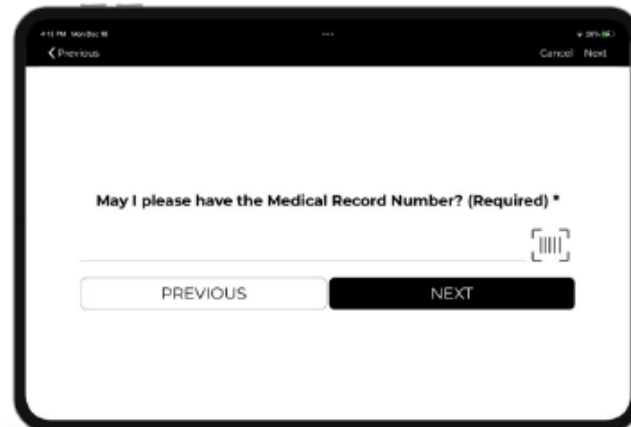


4 Select **Language**



Select the language needed for your video remote interpreting session.

5 Enter **Intake Information**



You may be asked to enter intake information via the on-screen keypad before beginning the interpretation session.

6 **Start Call**



You should now see yourself on the video feed; press the 'Start Call' button to begin. GLOBO will locate an interpreter in the language you requested.



If an Interpreter is Unavailable:

If a video interpreter is not available at the time of your request, you will receive a pop-up window that gives you three options.

Connect to an Audio Interpreter

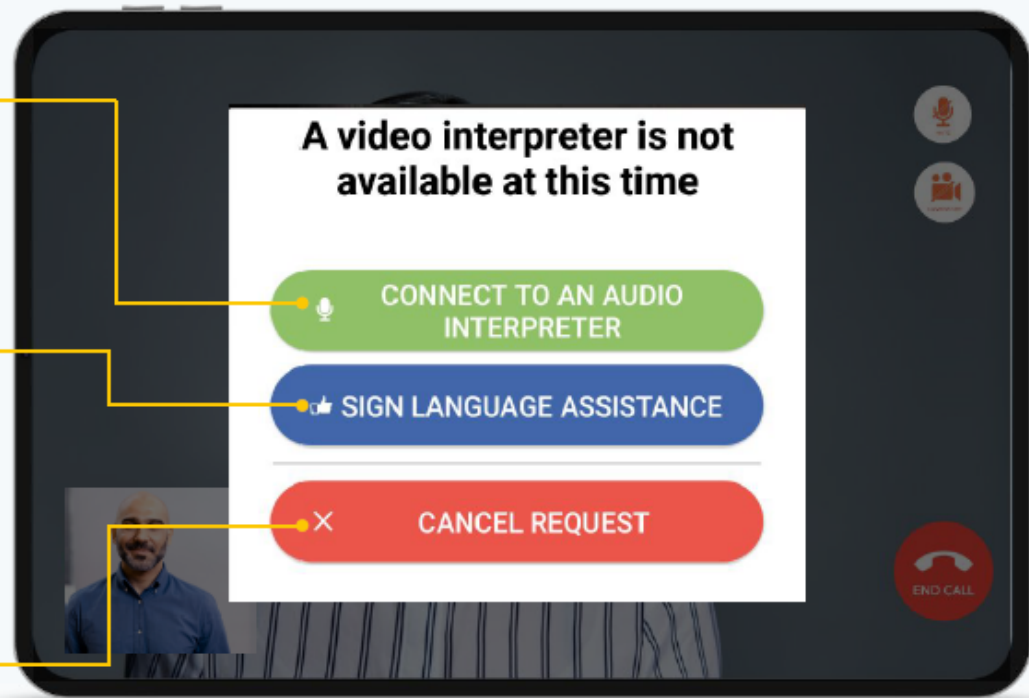
Connects you to an interpreter with an audio-only connection.

Sign Language Assistance

Connects you to a video interpreter for American Sign Language or a Customer Service Agent who can help to locate an interpreter for you.

Cancel Request

Cancels your request for a video remote interpreter, and takes you back to the initial Welcome screen.





7 Press **'Start Call'**



Audio

For audio calls, you will be prompted to review call information and then press **'Start Call.'**



Video

For video calls, you will see yourself on the video feed; press the **'Start Call'** button to begin.

8 Call Begins





During Your Interpreting Session:



Mute

Press to mute your microphone if you require audio privacy during your VRI session. The video feed to the interpreter will still be live unless you also press the 'Video Hold Button.'



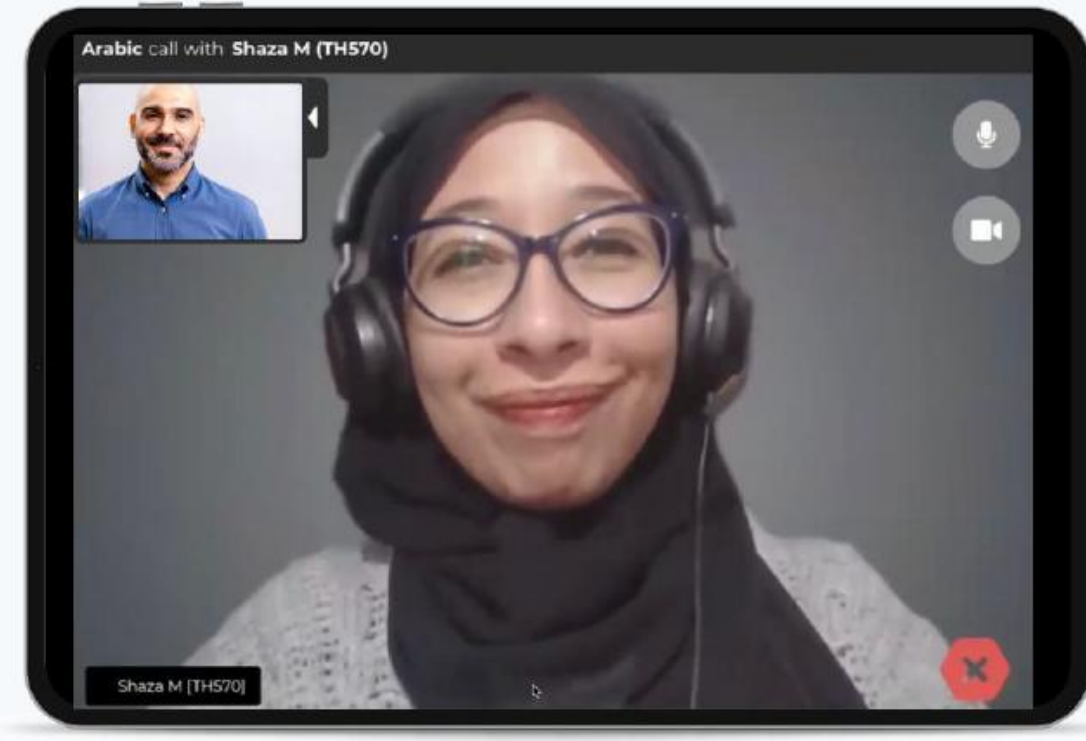
Camera Off

Press to pause your video stream if you require video privacy during your VRI session. From the moment that you press the button, your image will be frozen on your interpreter's screen. Your interpreter can still hear you.



End Call

Press the 'End Call' button at the bottom right to disconnect.



Adjusting Self View

To make the self-view window larger, simply tap the self-view box at the top left corner of the screen.

To minimize the self-view window, press the arrow on the right side of the self-view box.



Quality Monitoring & Assurance Survey

How was your experience with this call



No Thanks

11:31AM Fri Jan 3 77%

[Feedback](#) Issues

Spanish call with Kecha (CM023)

We are sorry to hear about that. What was the biggest issue?

Connection Issues

Audio

Video

Interpreter

Other

Is there anything else you would like to let us know?

[Submit Feedback](#) [No Thanks](#)



Audio Interpreting

Audio interpreting has high availability and is easy to use. Available on-demand and by scheduling, audio interpreting allows access to wide pools of talent, making it easy to find a qualified, experienced interpreter who speaks the primary language of LEP patients.



Video Remote Interpreting

Video remote interpreting allows a medically qualified interpreter to be in the room virtually with a patient and provider. It combines some of the advantages of on-site interpreting with the convenience of audio interpreting. It's a remote option when working with a patient who is Deaf or hard of hearing.

Video remote interpreting works when the interpreter needs to see someone in person, but being in the same location is difficult.



On-Site Interpreting


On-site interpreting is optimal for some situations because it allows the interpreter to be physically present with the patient and provider. It can also provide additional value during discussions that involve technical or complex topics, such as a diagnosis and treatment plan.

On-site interpreting is best leveraged when in-person interactions will improve care.



How to Work with An Interpreter

An interpreter is there to be a conduit. Understanding an interpreter's role can help your patients or clients have the best experience when utilizing GLOBO's interpreting services.



There are some occasions when an interpreter will need to clarify so they may interpret correctly. There are rare times when an interpreter acts as a cultural broker and in even rarer occurrences, they may advocate. But the majority of the time, an interpreter's job is limited to being a conduit from language to language.

The primary function of an interpreter is to serve as a conduit of the message

(i.e. to make the conversation take place as if all parties involved spoke the same language).





What Can Interpreters Do?

The interpreter works only with what they are given. They will not add or omit any part of a spoken message.

This means: if the question/initial statement does not make sense or is confusing, chances are that the response will be the same.



Avoid asking the interpreter to speak to the Limited English Proficient (LEP) person “Ask him if he has any pain.” or “Tell him I am going to get a blood sample”. Instead, craft your message accordingly, and speak directly to the LEP, through the interpreter. Behave as if addressing a speaker of your same language and the interpreter will deliver the message to your intended recipient, just as if you were speaking directly to the person: “Do you have any pain?” or “I am going to get a blood sample.”





What Can't Interpreters Do?

The interpreter cannot probe (dig for answers), explain, deliver any observations, express an opinion on anything that applies to the LEP or give advice to either the LEP or the English speaker. Interpreters cannot change the register (i.e. turn technical speak into everyday language).

What Not To Do:

- Interpreter, do you think he's understanding the instructions?
- Interpreter, will you verify that he has the address correct?
- Interpreter, do you think the LEP is telling the truth?



Tips for Working with an Interpreter

- ❑ Speak directly to the other party, not the interpreter.
- ❑ Speak in short phrases.
- ❑ Speak audibly and clearly.
- ❑ Speak in “living room” language. The simpler the concept is, the easier it is to interpret.
- ❑ Acronyms/jargon that you use every day may not be familiar to the interpreter, let alone the LEP.
- ❑ Pause often.
- ❑ Let the interpreter finish their rendition before you begin speaking again.
- ❑ Be aware of your surroundings - remember that all of the background noise that you can filter out affects the ability of the interpreter to hear you clearly through the phone.
- ❑ Remember not every culture is as direct as ours. A simple yes or no question that you ask will likely get a long answer with all of the surrounding details and background context. The reverse could also be true.
- ❑ Use a teach-back. If you are not getting the answer you want from the LEP, ask them directly to tell you what they have understood from your question/statement.