

# Staff Tips & Tricks



## Propio Telephonic Interpreting Services

Vista Community Clinic has partner with Propio IS (Language Services) as our new language line. Propio IS provides various types of services such as over the phone interpreting, onsite interpreting, and video remote interpreting.



### Voice Only (VO) - Doximity

The VO (Voice Only) services can be used with telehealth patients by using the “Interpreter” option.

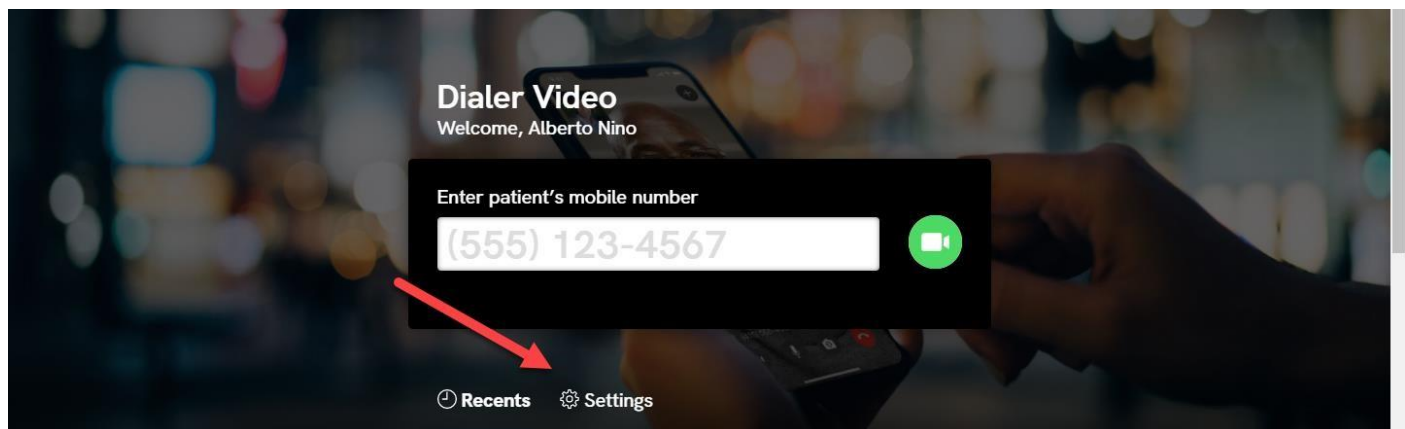
You will need to update the existing Interpreter Number and enter the Propio IS number to dial out for an interpreter, or complete the translator set up if you have not done so.

Translator Initial set up - [Doximity Initial Translation Set Up](#)

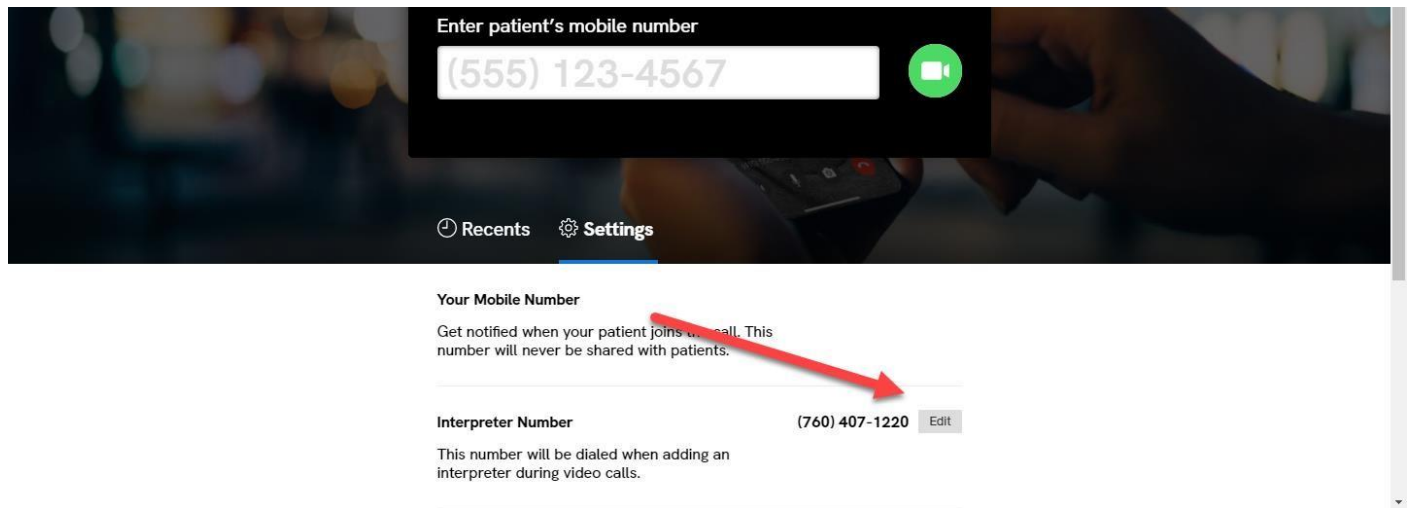
Doximity Translation Line Edit –

If you previously set up the “Interpreter” option to dial to a VCC phone extension, you will need to change the number to have the dialer dial out to Propio IS language line and vice versa. (This must be done **before** you send the Doximity link to the patient).

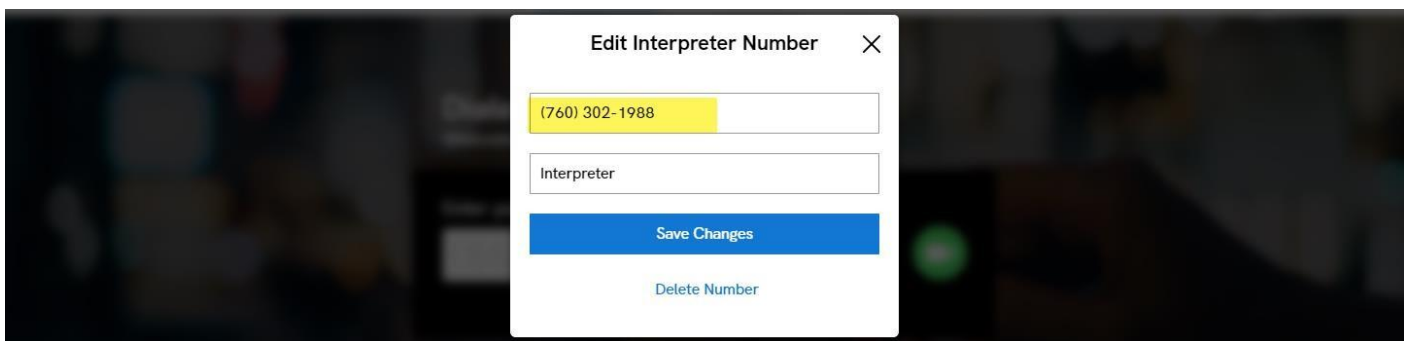
1. In the Doximity “Dialer Video” window, select the “Settings” option in order to update the language services number.



2. Find the interpreter number and select “Edit”.



3. Add the Propio IS language services phone number and select “Save Changes”. (Phone number will depend on your site, see grid on last page).



4. After the Propio auto attendant answers the phone, you can VERBALLY say which language you need instead of using the dial pad. Ex. After the call goes through, say “Mandarin” after the voice prompt.

**Note: If you need internal translation for another patient you will need to follow steps 1 -3 to change the number back to (760) 407 – 1220 in order to call out to clinic again.**

**Propio IS Language Voice Only Services Accounts:**

| <b>Account</b>            | <b>Access Code</b> | <b>Interpreter Line</b> |
|---------------------------|--------------------|-------------------------|
| VCC Master                | 6608               | 760 302-1988            |
| VCC Durian                | 6609               | 760 280-9657            |
| VCC GV                    | 6610               | 760 280-9585            |
| VCC Horne                 | 6621               | 760 280-9809            |
| VCC LE                    | 6622               | 760 280-9508            |
| VCC Mission Dental        | 6623               | 760 302-1958            |
| VCC Mobile Dental<br>A+   | 6624               | 760 302-1970            |
| VCC Mobile Dental<br>LE   | 6625               | 760 280-9793            |
| VCC Mobile Medical<br>VTB | 6626               | 760 280-9802            |
| VCC NR                    | 6627               | 760 314-8393            |
| VCC PV                    | 6628               | 760 302-1865            |
| VCC VT Family Med         | 6629               | 760 280-9727            |
| VCC TGC La Habra          | 6630               | 760 302-1860            |
| VCC VTB Dental            | 6631               | 760 302-1849            |
| VCC Peds                  | 6632               | 760 280-9604            |
| VCC VTB BH                | 6633               | 760 302-1935            |
| VCC Call Center           | 6634               | 760 280-9591            |
| VCC Billing               | 6635               | 760 280-9503            |
| VCC Referrals             | 6636               | 760 307-1002            |
| VCC VTB WC                | 6637               | 760 280-9787            |