

AI Language Translator at the Front Desk

Purpose

Help staff translate a live conversation with a walk-in patient using the microphone. This tool supports more than 50 languages.

What you can do

- Listen to the patient and see or hear a translation in your language.
- Speak back and have your response translated for the patient.

Steps

1. Open **HIPAA Compliant AI Agents**.
2. Select **AI Language Translator**.
3. Choose the patient language and your language.
4. Click the **mic** to start listening.
5. Let the patient speak. The agent shows or plays the translation.
6. Click **reply** or press the mic to speak your response. The agent translates it back.
7. End the session when the conversation is complete.

Help the patient feel comfortable

- Start with a friendly line: “We will use a translator to help us.”
- Speak slowly and use short sentences.

Tips and good practices

- Confirm key details like dates, times, and names by repeating them.
- For sensitive topics, move to a private area.
- If the room is noisy, use a headset mic.
- Document important decisions in the chart using your normal workflow.

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