L'Accueil francophone
de Thunder Bay

French Language Interpretation Services

through the Ontario Telemedecine Network

L'Accueil francophone de Thunder Bay is now offering new French Language Interpretation Services in several communities via telemedicine.

If you are a health care professional in Northwestern Ontario and you need assistance in providing services to your French-speaking patients, we can provide interpretation services at no cost via OTN.

Please contact us for more information!

by telephone: 1-844-202-2370 (Toll free)

by email: interpretation@accueilfrancophone.com

This service is offered by l'Accueil francophone and funded by:

Ontario
Ministry of
HEALTH AND
LONG-TERM CARE

SSF
Société Santé
en français

Santé   Health
Canada   Canada

How to schedule your French Language Interpretation Sevices via OTN

**The requesting party must contact l'Accueil francophone
via email (interpretation@accueilfrancophone.com) to confirm system availability before scheduling an event in Ncompass, and determine which system is to be booked (7392 or PCVC).**

Once clear and consise communication between all parties has been completed:

1. Go to the OTNhub at https://directory.otn.ca.

2. Login using your ONE ID credentials.

3. Select Schedule from the headers.

4. Select the "Create Ncompass Clinic" option located under the Clinical Events header (this will allow you to add another system later if required).

5. Select the requestor (person responsible for the booking, first three letters of first and last name, hit search then select the appropriate name from the options.

6. Select consultant (Health Care Professionnal).

7. Select Event Type.

8. Select Clinic Type (serial is the default).

9. Select Purpose.

10. Select Priority.

11. Enter event date (The date can be selected by either using the calendat or by typing

12. Enter the start & end times (Note all booking are scheduled in Eastern time using the 24-hour format).

13. Start Call - Call can be initiated to start automatically (not recommended when Health Care Providers are present as they could be running late). The Health Care Provider site is always responsible for initiating the call. Should the event be a multipoint, the call will initiate automatically.

14. Select systems.

15. Select to save the draft or schedule event.

16. Determine which party will confirm the appointement with the patient.

Important : The requesting site should schedule the event in Ncompass. The Health Care Provider's site is the host and is responsible for initiating the call.