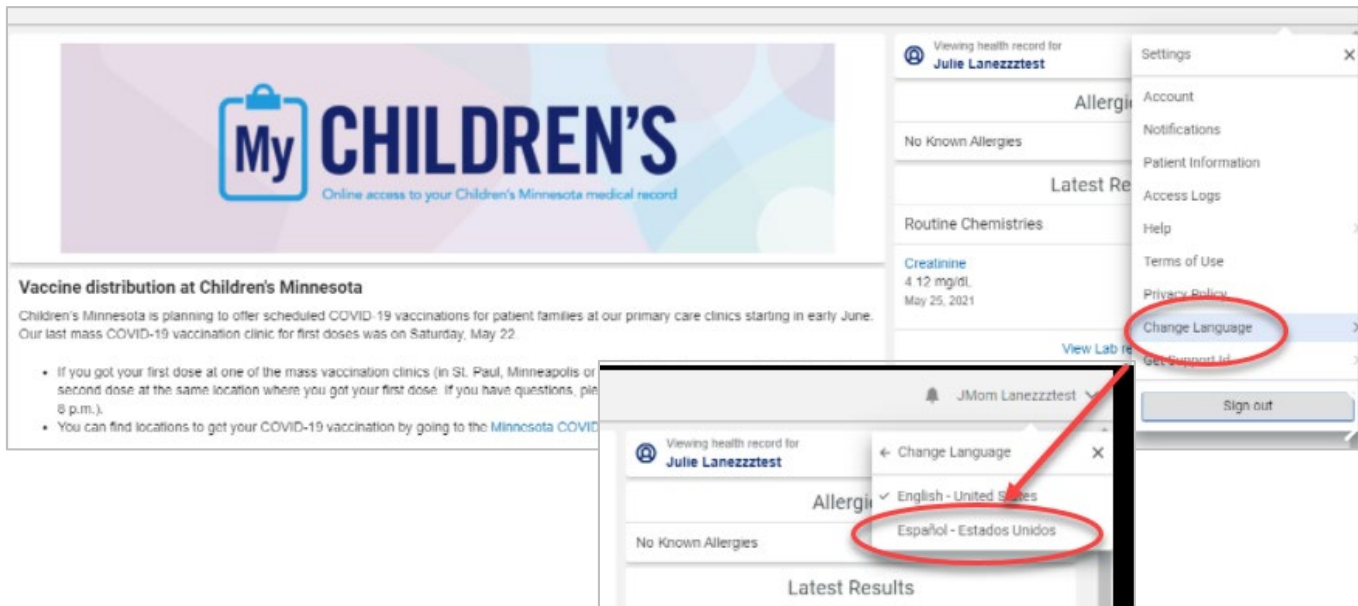


Managing Spanish Messages/Appointment Requests in PowerChart Message Center

A **Change Language** setting allows patients and families to view portions of the Cerner patient portal in Spanish (Español). Clinical information will continue to be viewable in English. If the patient/family sends a message or appointment request, it may be in Spanish.

Note: Messaging should only be used for non-urgent communication.



MyChildren's: Managing Spanish Messages/Appointment

Clinic Staff: Managing the Message Center

The Consumer (patient/family) **Message** will be delivered to either the Inbox or Pools tab of Message Center. Patient/Family **Appointments** will always be delivered to the Pools tab.

- The subject displays in Spanish.
- Double click to open appointment request or message.
- Appointment information and message content display in Spanish.

Note: The same process is used for both messages and appointments.

Type	Patient Name	Priority	From	Create Date	Update Date	Status	Subject	Assigned
Consume...	Healthlife6, Patient6		Healthlife6, Pa...	6/2/2021 14:15:...	6/2/2021 14:16:03 C...	Opened	Cancer and Blood Disorders Clinic Solicitud de cita	
Consume...	Healthlife6, Patient6		Healthlife6, Pa...	5/27/2021 08:43:...	5/27/2021 08:50:42 ...	Opened	Cancer and Blood Disorders Clinic: Appointment Cancellation Request	
Consume...	Healthlife6, Patient6		Healthlife6, Pa...	5/27/2021 08:43:...	5/27/2021 08:44:12 ...	Opened	Cancer and Blood Disorders Clinic: Appointment Reschedule Request	
Consume...	Lanezztest, Julie		Lanezztest, Julie	5/25/2021 09:46:...	5/25/2021 09:48:08 ...	Opened	Cancer and Blood Disorders Clinic: Appointment Request	

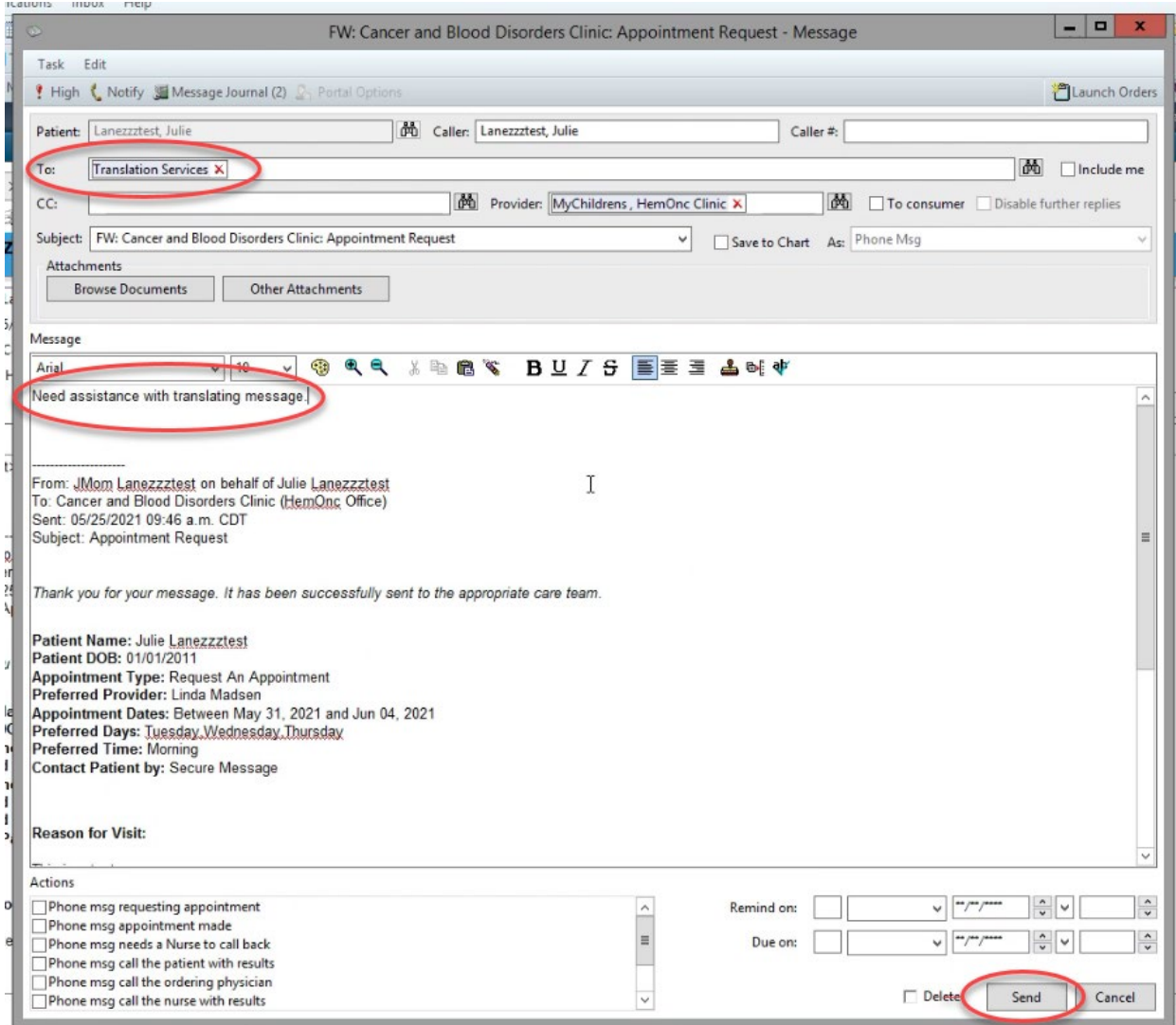
Appointment information that needs translation

Appointment message that needs translation

1. Click the **Forward** button.

MyChildren's: Managing Spanish Messages/Appointment

2. Click in the **To:** field, search for and select **Translation Services** pool. Compose a message to request the appointment be translated (“...please translate the following...”).
3. Click **Send**. The message is sent to Interpreter Services.



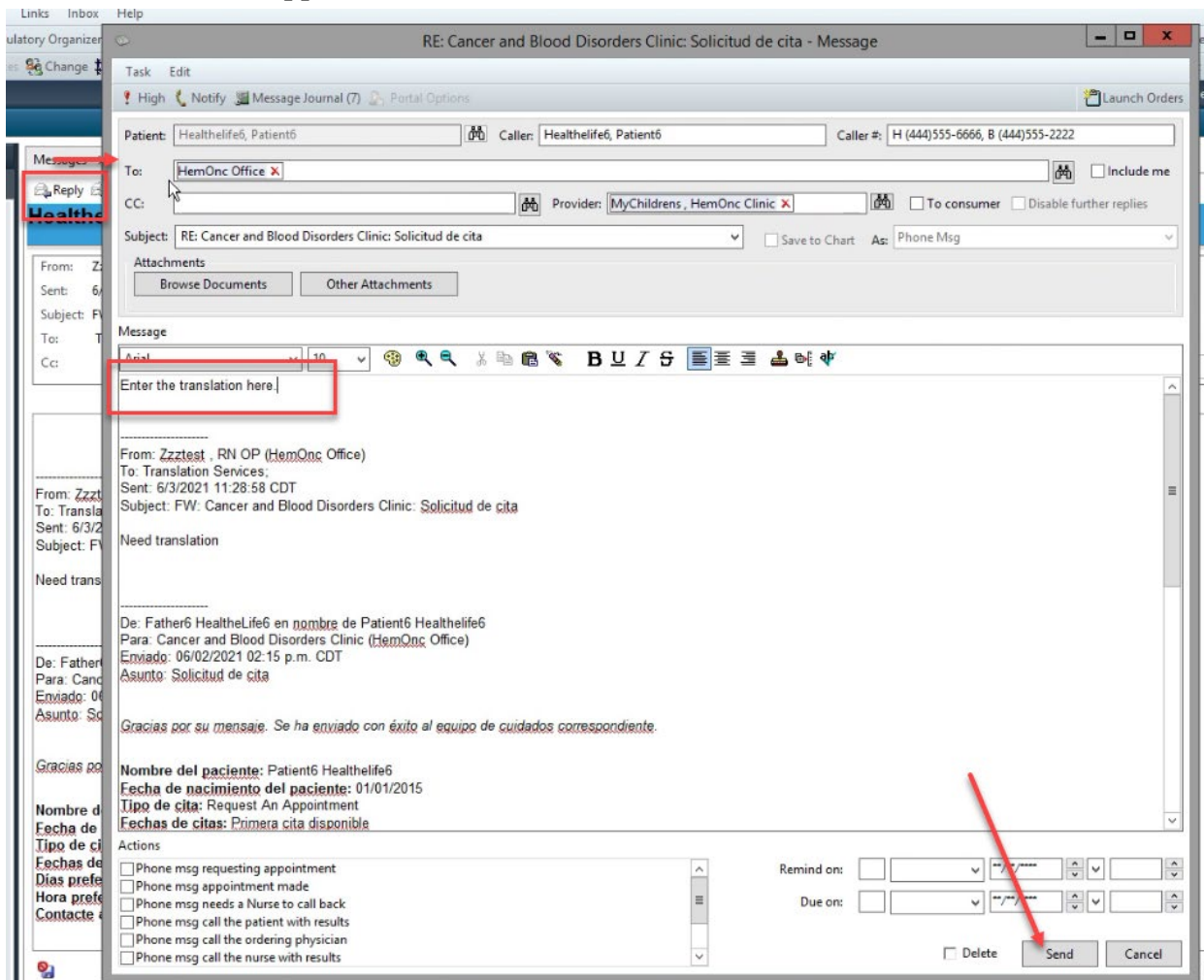
MyChildren's: Managing Spanish Messages/Appointment

Interpreter Services

1. Receive message or appointment that requires translation in the **Message Center** pool.
2. Double click on the message or appointment to open.
3. Click **Reply**. Translate the message, and in the message window, indicate the English translation.
4. Click **Send**.

Messages: Interpreter Services will send the translated message back to the person requesting translation services. This may be either the clinician or clinic staff.

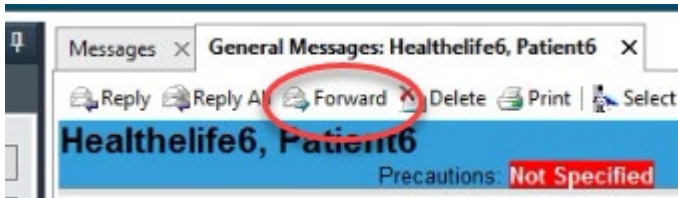
Appointments: Interpreter Services will send translated appointments back to clinic staff. Clinic staff will schedule the appointment.



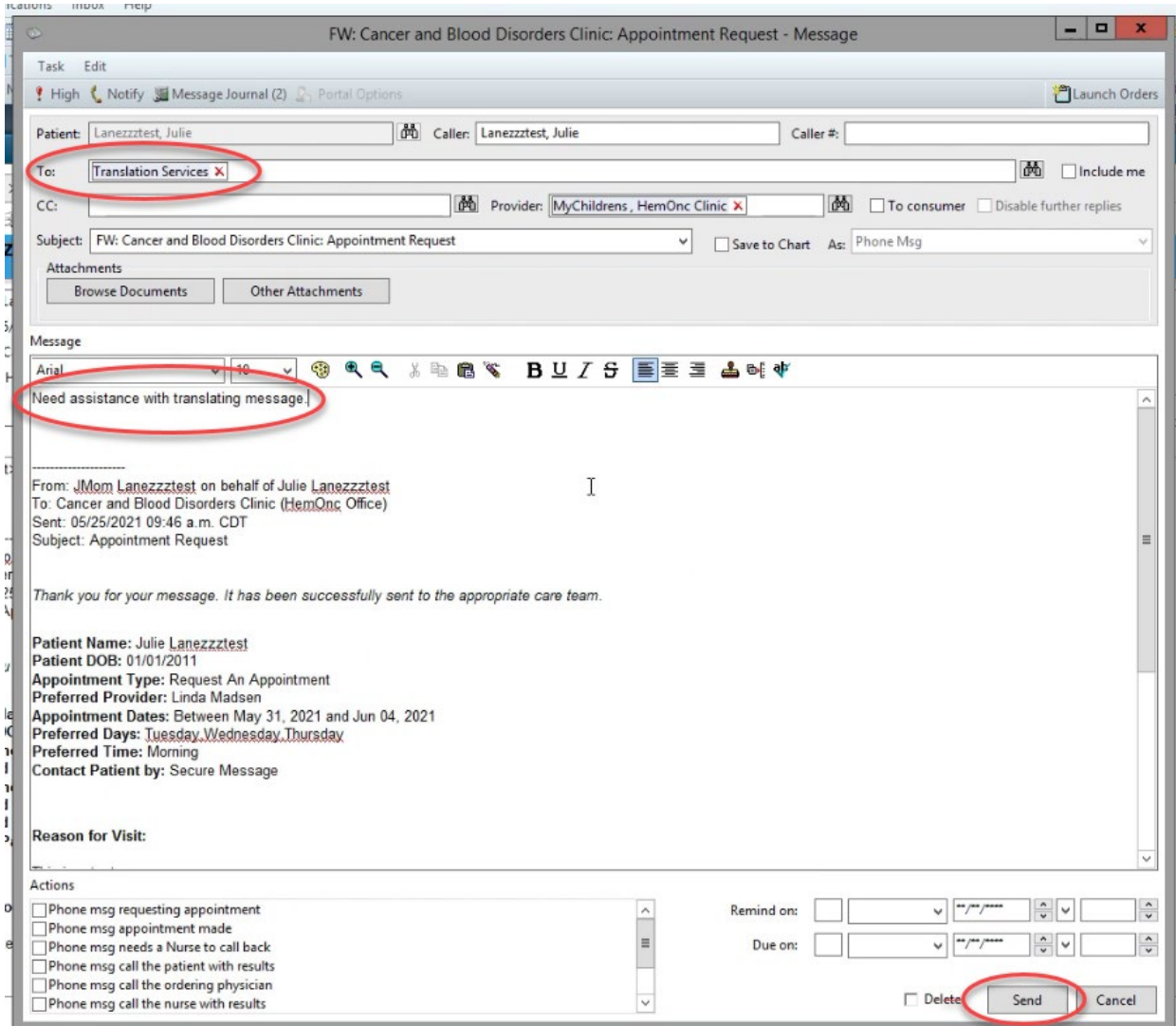
MyChildren's: Managing Spanish Messages/Appointment

Clinician Workflow

1. After translation, the message is returned to the clinician to review and provide additional messaging if necessary.
2. The message is sent back to Translation Services to translate the clinician's message.
3. Click the **Forward** button.



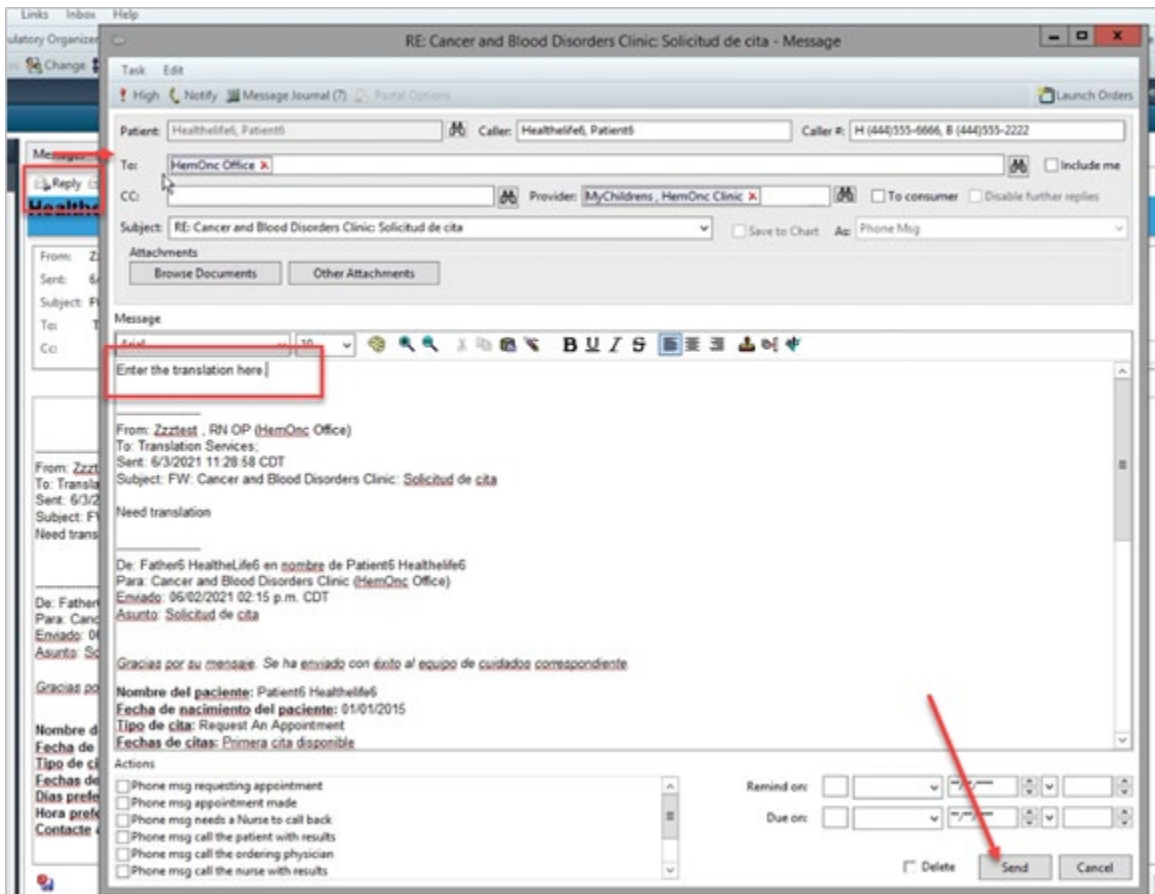
4. Click in the **To:** field, search for and select **Translation Services** pool. Enter a message to request the appointment be translated (“...please translate the following...”).
5. Click **Send**. Message is sent to Interpreter Services.



MyChildren's: Managing Spanish Messages/Appointment

Interpreter Services

1. Interpreter Services will receive the message for additional translation for the patient/family.
2. Double click on the message.
3. Click on **Reply**. Translate the message, and in the message window, indicate the English translation.
4. Click **Send**. The translated message is sent to the clinician.



Clinician Workflow

The final translated message is sent to the clinician. Click the **To consumer** check box to send to patient/family via the MyChildren's portal.

