

Propio: New Interpreter Vendor – Change to Video Visit Interpreter Options

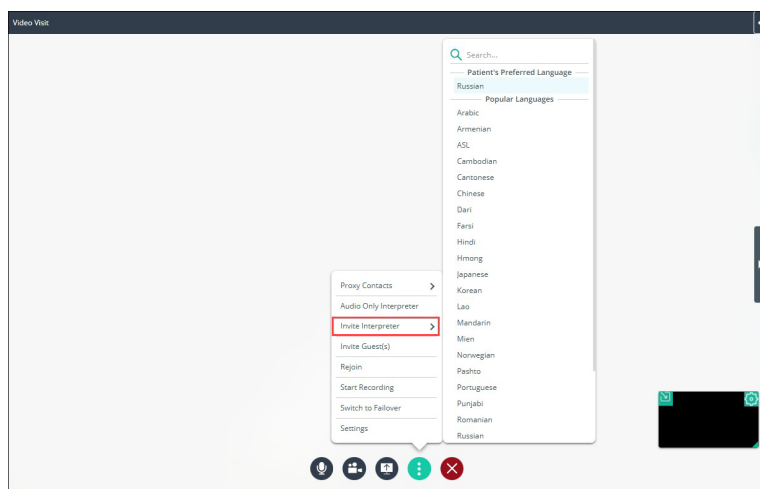
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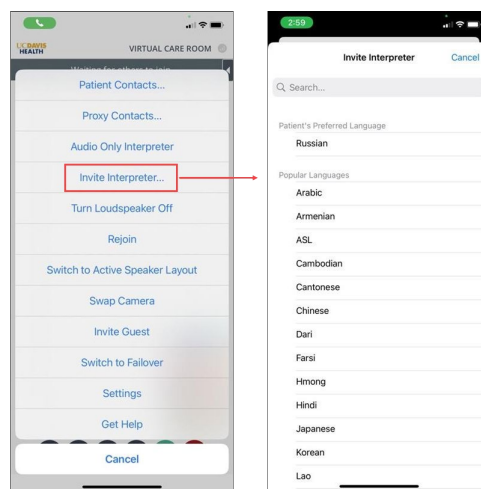
Effective March 31st, Propio replaces Martti as UC Davis Health’s vendor for medical interpreting services. Please see the article on [The Insider](#) for more information about this change.

Change to Interpreter Option in a Video Visit

With Propio, the interpreter option in a video visit changes slightly. To engage an interpreter in a video visit, providers click or tap the **Invite Interpreter** option.



Invite Interpreter – Virtual Care Room via a Computer



Invite Interpreter via Haiku

If documented in their registration, the **Patient’s Preferred Language** displays at the top of the interpreter menu. Click or tap the appropriate language to add the interpreter to the virtual care room. If the patient’s preferred language is not shown, select the appropriate language from the list.

Notes:

- Propio does not support the **Interpreter Operator** option, so it has been removed from the menu.
- **Audio Only Interpreter** remains the fallback option in case of issues requesting an interpreter or for technical issues with engaging interpreting services. This option connects to UCDH’s Medical Interpreting Services staff and provides audio-only interpreting service.