Interpreter Booking Request Form

Tips & Tricks

Save Your Work. Save Your Time.

If you and your team frequently make interpreter booking requests, you have the option to prefill certain parts of the form, particularly the Location & Contact Details and Type of Interpreting Required sections, to avoid repetitive data entry.

Additionally, you can utilise the four Clear Details buttons to erase their respective sections with a single click, making the form ready for your next booking request.

Phone Options Explained

- If the patient is attending the appointment in person, please select the option '**Clinic/ian to call interpreter**'. You will be provided the interpreter's name and phone number to contact them on. *

- If the patient is attending the appointment via phone and you can connect all parties from your end, please select the option '**Clinic/ian to call interpreter & patient**'. You will be provided the interpreter's name and phone number to contact them on. ^ *

- If the patient is attending the appointment via phone and you are unable to connect all parties from your end, please select the option '**Interpreter Service to connect all parties**'. We will call the clinic/ian at the booked time to connect everyone. In this case, it is crucial to provide both the clinic/ian's and patient's contact numbers.

^ Please refer to the attached guide on how to organise a phone conference using Alcatel-Lucent deskphones. For iPhone users, please refer to this Apple support article for instructions on how to make a conference call from your iPhone.

* On rare occasions when we are unable to provide the interpreter's phone number, we will contact you using the contact phone number you provide to facilitate the conference call.

Video Conference - myVirtualCare - Link

The correct link should start with
https://myvirtualcare.health.nsw.gov.au/public/#/
Please note that our interpreters cannot join your myVirtualCare clinic room via
https://myvirtualcaresso.health.nsw.gov.au/provider/#/welcome

Purpose of Appointment

Please provide concise information about the appointment, including relevant details such as 'RUDAS', 'Coronary angiogram', 'Rheumatoid arthritis follow-up', or any other pertinent information. This will assist our interpreters in better preparing for the appointment.

Additional Info / Special Requirements

- Do you have a specific gender preference for the interpreter? If we are unable to fulfill this requirement, would you be open to accepting an interpreter of a different gender?

- For home visit interpreter requests, please provide as much relevant information as possible, including details on parking availability, alternative entrance options, or any other pertinent information that may assist the interpreter.

Contact Email

Confirmation emails will be sent to this address. Please use your team's shared mailbox whenever possible.

Email Subjects

Please kindly use the following format for the email subject when sending through your requests.

- New Booking - 07/09/2023 - Arabic
- Cancel - 15/08/2023
- Reschedule - 26/07/2023 to 02/08/2023