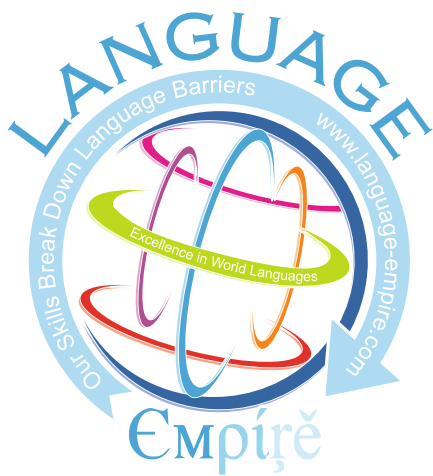




The Newcastle upon Tyne Hospitals
NHS Foundation Trust

ONLINE USER GUIDE

Portal: www.language-empire.net

Tel: 0330 20 20 270

Email: bookings@empire-groupuk.com

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Logging In

In order to make, manage, track and cancel bookings, please sign into Language Empire's Online LE-LSM portal. Open your web browser and search for www.language-empire.net <http://www.language-empire.net/> where you will find lots of resources and a blue and green login box.

Enter your unique login details into the blue box. This will be an Account Number, Username and Password. All logins are case sensitive so please ensure you are entering them correctly.

If you are unsure of your login details, please email bookings@empire-groupuk.com stating your name, department/practice and a budget code. We can then send them across once we have authorisation.

Log into your LE-LSM Customer Account

Account Number

Username

Password

Login to Make Language Service Request

Contract Manager(s) LE-LSM Customer Account

Account Number

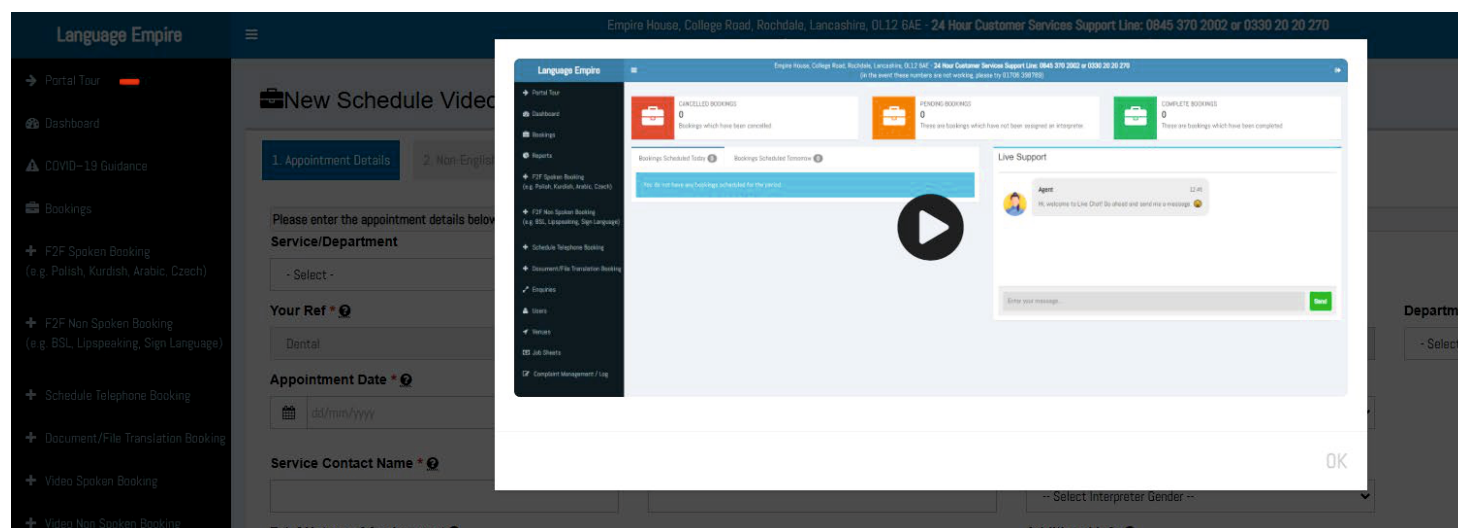
Pin Code

Username

Password

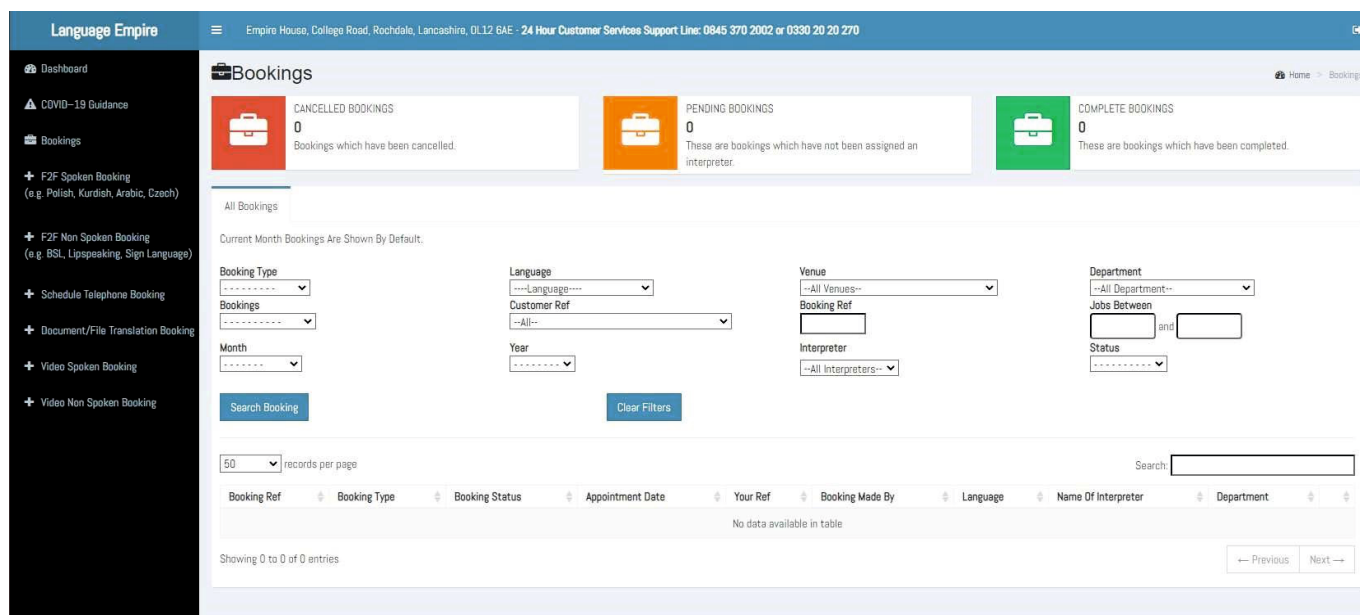
Login as a Contract Manager

Once logged in, you will be also able to view our video portal tour via clicking on the below option from the menu bar:



When you have successfully signed in, from here you can view all bookings made by your team. You can search for bookings and track the status of a request through the “Bookings” section.

You may need to use the search criteria to locate bookings but you can then cancel and view the status of every booking made on that login.



The screenshot shows the 'Language Empire' dashboard. On the left is a dark sidebar with a menu: Dashboard, COVID-19 Guidance, Bookings, F2F Spoken Booking (e.g. Polish, Kurdish, Arabic, Czech), F2F Non Spoken Booking (e.g. BSL, Lipspeaking, Sign Language), Schedule Telephone Booking, Document/File Translation Booking, Video Spoken Booking, and Video Non Spoken Booking. The main area is titled 'Bookings' and has a top navigation bar with the address 'Empire House, College Road, Rochdale, Lancashire, OL12 6AE' and a 24-hour customer service support line. Below the header, there are three summary cards: 'CANCELLED BOOKINGS' (0), 'PENDING BOOKINGS' (0), and 'COMPLETE BOOKINGS' (0). The main section is 'All Bookings' with a filter bar. The filter bar includes dropdowns for Booking Type (set to 'Bookings'), Language (set to '---Language---'), Venue (set to '---All Venues---'), Department (set to '---All Department---'), and a 'Search Booking' button. Below the filter bar is a table with columns: Booking Ref, Booking Type, Booking Status, Appointment Date, Your Ref, Booking Made By, Language, Name Of Interpreter, and Department. The table is currently empty, showing 'No data available in table' and 'Showing 0 to 0 of 0 entries'.

In order to make a new request, you are required to select the service from the list on the left hand side of the screen. If you do not have an option, we may not be contracted to provide this to you. Please do not select the wrong form unless instructed to by Customer Service.

- **F2F Spoken Booking** – Face to Face Community Languages: Polish, Chinese, Urdu etc.
- **F2F Non-Spoken Booking** – Face to Face British Sign Language, Lip Reading etc. For patients who do are unable to communicate verbally
- **Scheduled Telephone Booking** – Pre-booked telephone appointment at a set time. This goes through our conferencing system.
- **Translation Booking** – Translation of a document or audio transcriptions
- **Video Spoken** – This is for spoken languages on a video platform of your choosing
- **Video Non-Spoken** – Video bookings where the patient communicates in sign language

After selecting the service you wish to request, the online booking form will then load on your screen. You are required to complete the online booking form in full in order for your booking to be processed.

Face To Face (LEF2F) User Guide

The non-spoken form is identical except for languages, but please ensure you select the correct form.

The portal has be tailored to The Newcastle Upon Tyne Foundation Trust. If you're unsure of what to add in any of the boxes, please give us a call and we can advise.

1. Your Details:

 New Spoken Face-to-Face Booking
 Home > Spoken Face-to-Face Booking >

1. YOUR DETAILS
2. APPOINTMENT DETAILS
3. VENUE DETAILS
4. SERVICE USER INFORMATION
5. ALTERNATIVE SERVICE
6. BOOKING SUMMARY

Please provide your details below. As you are the person making the booking, should we need to clarify any of the details you submit, we will contact you on the information provided. Please Note: You may provide your department OR teams generic telephone number and email address, this will ensure a member of your team is contactable in your absence.

Service/Department
Select

Your Organisation is:
The Newcastle Upon Tyne NHS Foundation Trust

Your Ref *
Outpatients

Purchase Order Ref *
Purchase Order Ref

Your First Name *

Your Last Name *

Your Position *

Your Telephone Number *

Your Email Address: *

Verify Your Email Address: *

Alternative Email Address: *

Previous
Next

Service/Department	Please select the service/department you are booking on behalf for.
Your Organisation	This will be prepopulated for you.
Your Ref	This will prepopulate for you based on the service/department you select.
Purchase Order Ref or Cost Centre Code	This will be prepopulated for you.
Your First Name / Your Last Name / Your Position / Your Telephone No	This is the information for yourself so we can contact you if there are any issues. If the booking is not with yourself, you can add their details on a later section
Your Email Address	We will send acknowledgment / confirmation of the booking to you via email.
Verify Your Email Address	This must be entered exactly the same as the previous field to verify your email address. You cannot copy and paste this information
Alternative Email Address	If you want another inbox to receive the communication, you can add that email address as well

2. Appointment Details:

New Spoken Face-to-Face Booking [Home](#) > [Spoken Face-to-Face Booking](#) >

1. YOUR DETAILS | **2. APPOINTMENT DETAILS** | 3. VENUE DETAILS | 4. SERVICE USER INFORMATION | 5. ALTERNATIVE SERVICE | 6. BOOKING SUMMARY

Is this an emergency appointment? ☒ Yes ☐ No

You have ticked that this is an emergency appointment, please tell us how soon you need an interpreter:

In less than 30 mins

Emergency Appointment

If this appointment is an emergency, please select yes. You will then be asked to select how soon you need an interpreter. Please choose from the options on the drop-down.

New Spoken Face-to-Face Booking [Home](#) > [Spoken Face-to-Face Booking](#) >

1. YOUR DETAILS | **2. APPOINTMENT DETAILS** | 3. VENUE DETAILS | 4. SERVICE USER INFORMATION | 5. ALTERNATIVE SERVICE | 6. BOOKING SUMMARY

Appointment Date * **Appointment Time *** **Estimated Duration Required ***

Confirmation of Interpreter Required By Date * **Confirmation of Interpreter Required By Time ***

Block Booking

If you require a repeat booking for the same Service User, please tick the box below and provide the appointment dates and times etc. You may select different venues for the follow on bookings. Please note this feature is only to be used for the same Service User. You cannot make multiple requests for different Service Users using this section. Only the below information may be different.

☒ **Additional Dates Required**

Appointment Date * **Start Time *** **Duration ***

Venue * **Any Requirements i.e. specific interpreter etc. ***

Is this a home visit? *

[Add Booking](#) [Previous](#) [Next](#)

Appointment Date	Please use the calendar to select the date of the appointment.
Appointment Time	Please select from the clock the time of the appointment. The hours are set as AM or PM to ensure you choose the correct time. The first column is your hours, and the second is the minutes. E.g. 2:30 pm would be 2 pm, then 30 minutes. This is when you need the interpreter to arrive, not necessarily the service user's appointment time. If you need a briefing or chat beforehand, please ensure you start the appointment earlier.
Estimated Duration	This also needs to be done in hours and minutes. E.g. for 75 minutes, you would choose 1 hour and then 15 minutes. Much like with the appointment time, this is how long you require the interpreter, not necessarily the length of the appointment.
Confirmation of Interpreter Required By Date & Time	This is when you would like to know by. We will always endeavour to have the booking assigned before this; however, if we are still working on the request, you will receive an automated email advising you of the booking status. You are welcome to reply to that email with any updates.

Block Booking	Where you need to make a Block Booking for the same service user, you can use this feature to add additional dates and times. You must click the green “add booking” button after submitting each other appointment. Each date will have its unique reference, which you will receive at the end. Please ensure you are clicking the green button after each booking is added, or it will not save.
---------------	--

3. Venue Details:

New Spoken Face-to-Face Booking Home > Spoken Face-to-Face Booking >

1. YOUR DETAILS 2. APPOINTMENT DETAILS 3. VENUE DETAILS 4. SERVICE USER INFORMATION 5. ALTERNATIVE SERVICE 6. BOOKING SUMMARY

Please provide all the necessary information, with relation to where the appointment is going to take place, and who the professional contact at the venue will be. I.e. Social Worker, Nurse etc.

Professional Contact Name * Professional Contact Tel * Professional Contact Position *

Professional Contact Email (If known) Region * Postcode Area *

Please select your venue from the drop down list.

If the venue you require is not listed, please [Click Here](#) to add this into the saved venue list.

Venue Name * Department Address Line 1 * Address Line 2

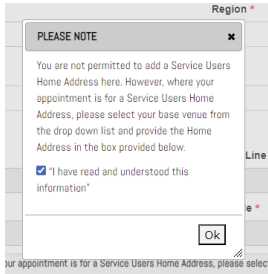
Address Line 3 Town / City * Post Code * County

Please Note: You are not permitted to add a Service Users Home Address here. However, where your appointment is for a Service Users Home Address, please select your base venue from the drop down list and provide the Home Address in the box provided below.

Is this a home visit? *

[Previous](#) [Next](#)

Professional Contact Name	Please provide the name of the person hosting/leading the appointment. This could be the name of the nurse or consultant etc. If you're unsure who it will be with, you can add TBC to the box, and we can amend it later.
Professional Contact Tel	If the professional is on a different number than you, you can add their phone number in this box. This will allow us to contact them quickly if we are unable to get through to you.
Professional Contact Position	Please provide the position of the professional, i.e. social worker, nurse etc.
Professional Contact Email	If known, please provide the professionals' email address where we will also send the automated emails.
Region	This will be prepopulated for you.
Postcode Area	Please select the postcode area in which the appointment will be taking place. For example, select NE if at Freemans Hospital.
Venue Details	Please select from the list of saved addresses where the interpreter is to attend. If the venue you require is not listed, please <i>click here</i> just after the drop-down list.

	 Please read and acknowledge that the venue you manually enter is not a home visit address. Once acknowledged, this will allow you to input the venue information.
Home Visit	If the appointment is at a home address (or the venue is not on the drop-down), please select your base address from the drop-down venue list and then tick the box “Is this a home visit? YES”. You can then enter the full address details, including the postcode. Please note this address will not appear on the booking acknowledgement or confirmation for GDPR purposes, but we will provide it to the interpreter.

4. Service User Information:

New Spoken Face-to-Face Booking

Home > Spoken Face-to-Face Booking >

1. YOUR DETAILS 2. APPOINTMENT DETAILS 3. VENUE DETAILS 4. SERVICE USER INFORMATION 5. ALTERNATIVE SERVICE 6. BOOKING SUMMARY

Please provide information on the Service User in this section. The service user is the person who you are booking an interpreter for, i.e. the Non-English Speaker.

Patient Initials:

Gender:

RT/NHS Number:

Language Required:

Interpreter Gender:

If you would like to use an interpreter who does not appear in the list of previously used interpreters, please enter their details below:

☒ Interpreter Details Known ☐ Interpreter Details Not Known

Enter Name or Language Empire ID Number To Search:

Select Interpreter To Request From List Below:

☐ Assign alternative interpreter if the requested interpreter is not available. ☐ Arrange to reschedule the appointment if the requested interpreter is not available.

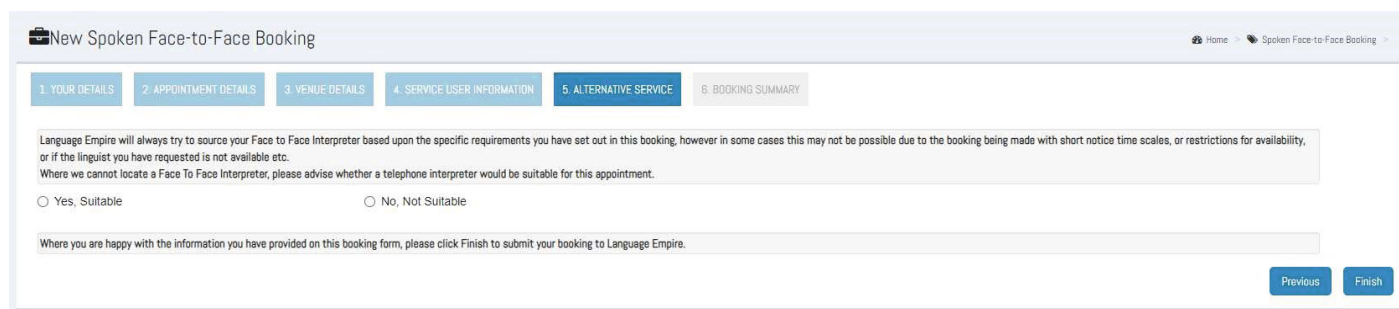
Brief Nature of Assignment:

Additional Information:

Non-English Speaker/Patient Initials	Please enter the initials of the patient with no spaces or dots. E.g., if their name is John Smith, add JS. When booking a non-spoken service, you will be asked for the patient's name.
Gender	Please select the gender of the service user and identify if they are an adult or child under 18. If the patient prefers not to disclose this, you can select “prefer not to say.”
Non-English Speaker Reference	This can be an NHS number / Trust number. It is to help everyone identify who the booking is for, and it needs to be between 6 and 10 characters, with no spaces. If you have no reference (for example, it's a new patient registration or the patient has just joined the service), please enter 000000, and it will allow you to continue.
Language Required	Please select the language required, making a note of any specific dialects. If you need help locating the language or are unsure, please call Customer Service to check. We also have language charts online, which you can use with the patient.

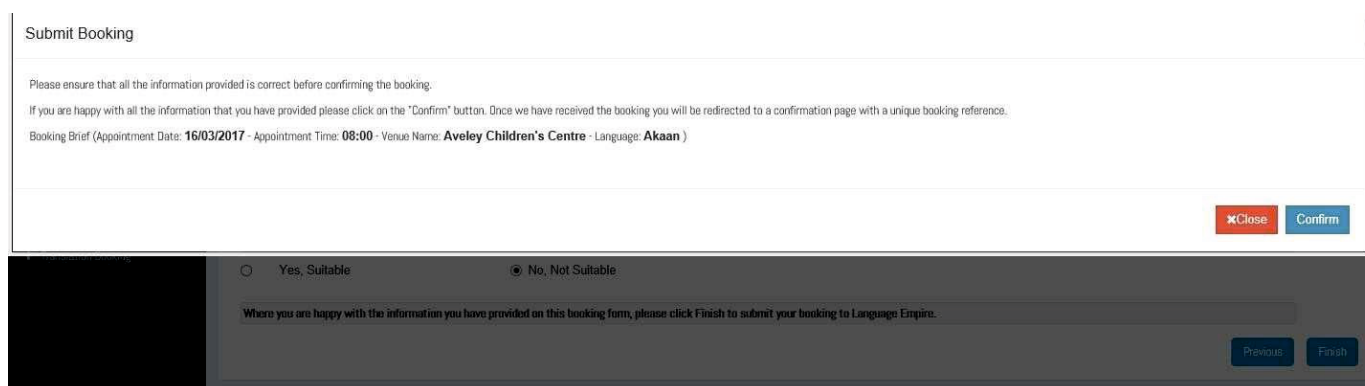
Interpreter Gender	Please identify if you require a Male/Female if the patient has made a specific request. If they're flexible, just choose "either male or female."
Interpreter Details Known/Not Known	If you know the details of an interpreter you wish to request, please identify their name or ID number and press search. The details will appear in the drop-down box. If you are unable to locate this interpreter, please add it to the "additional information" box, and we can have a look for you. If your service user does not have a preferred interpreter, please select "details not known" and proceed to the brief nature of the assignment.
Assign Alternative/Arrange To Reschedule	If you only want this interpreter, please choose "arrange to reschedule" and will get alternative dates if the interpreter can't do time requested. If you can accept an alternative interpreter, please select "assign alternative".
Brief Nature of Assignment	You must briefly explain what the interpreter is needed for, i.e. Review, assessment or consultation etc. Please note anything written in this section will be printed on the linguist's job sheet, so please do not include confidential information.
Additional Information	What other information do you need to know? You may state to refrain from sending a particular interpreter or any alternative dates we could look for. Please do not include any alternative venues in this box.

5. Alternative Service:



You will then be asked if an alternative service would be suitable if we cannot allocate your first requested service. If you choose yes to telephone and we cannot call you to confirm, we will automatically move it across for you and email you to advise of this.

6. Submit Booking and Confirmation:



You will then be shown a summary screen which shows you the date, time, language and venue you requested before submitting your request to us.

When happy, click “Confirm” to generate your unique booking ref number beginning LEF2F. An email acknowledgement will be sent to all email addresses you provide.

New Spoken Face-to-Face Booking

Home

Spoken Face-to-Face Booking

1. YOUR DETAILS

2. APPOINTMENT DETAILS

3. VENUE DETAILS

4. SERVICE USER INFORMATION

5. ALTERNATIVE SERVICE

6. BOOKING SUMMARY

Thank you for making a Face to Face Interpreter Request with Language Empire. This has now been received successfully to our pending list. Please find below a summary of your booking:

Your Booking Reference Number is:LEF2F1144143

Name of Organisation: Pennine Care NHS Trust

Your Customer Ref: *BECKETT PLACE - SSMH - 220107

Appointment Date:28/07/2021 Appointment Time: 05:00 Duration: 300

Venue/Department Address: *Acorn Lodge, , 1 Guido Street, , Fallowfield, Greater Manchester, BB

Language Requested: Amharic

Interpreter Gender Requested: MF

Confirmation Required by Date: 24/07/2021

Confirmation Required by Time: 06:00

Non-English speaker (your patient/client) initials: xx

Non-English speaker (your patient/client) gender: Male

Non-English speaker (your patient/client) reference: 0000000000

Purchase Order Ref: 220107

Appointment With: DR JONNY

Appointment With Tel: 01234567890

Booking Made By: TEST TEST

Nature of Assignment: -

Additional Information: -

We will keep you updated on the status of your booking via our automated emails. If you do not receive a booking acknowledgment email within 10 minutes of making this request, please contact our Customer Services Department via phone or email with your Booking Reference Number(s). We will require this for any communication with you in regards to your request.

Many Thanks

Customer Services Language Empire Ltd Tel: 0330 20 20 270

Email: bookings@empire-groupuk.com

TO PRINT A CONFIRMATION OF THIS BOOKING, PLEASE CLICK HERE.

TO GO BACK TO HOME PAGE, PLEASE CLICK HERE.

Upon submitting this request to Language Empire, you will be given a unique Booking Reference (LEF2F) number, which allows you to identify your request. This is important, and our team will always ask you for this.

You will then receive an email acknowledgement to summarise all the information you have provided.

A second email will arrive when we can confirm your linguist, stating their name and gender on your confirmation email.

Page | 10

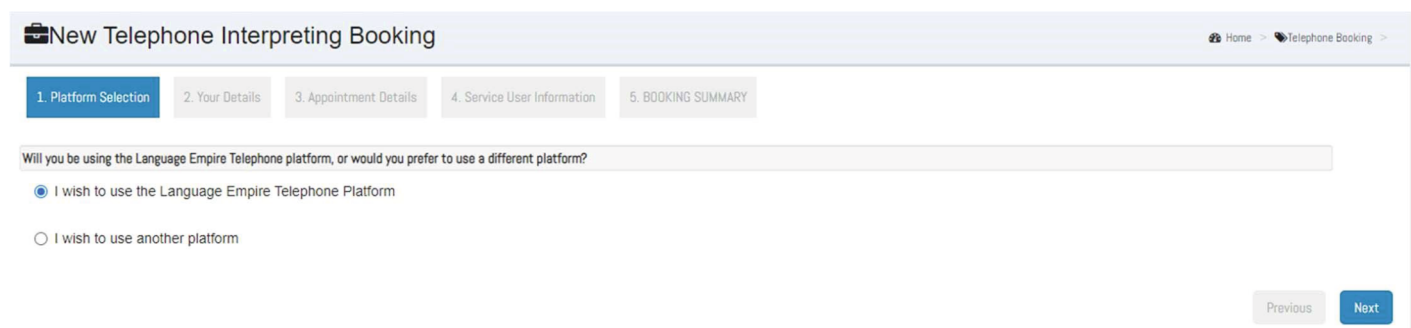
Scheduled Telephone Booking (STEL) User Guide

You are advised to make a Scheduled Telephone Request for any pre-planned appointments.

We generally request a minimum of 30 minutes' notice for this type of booking.

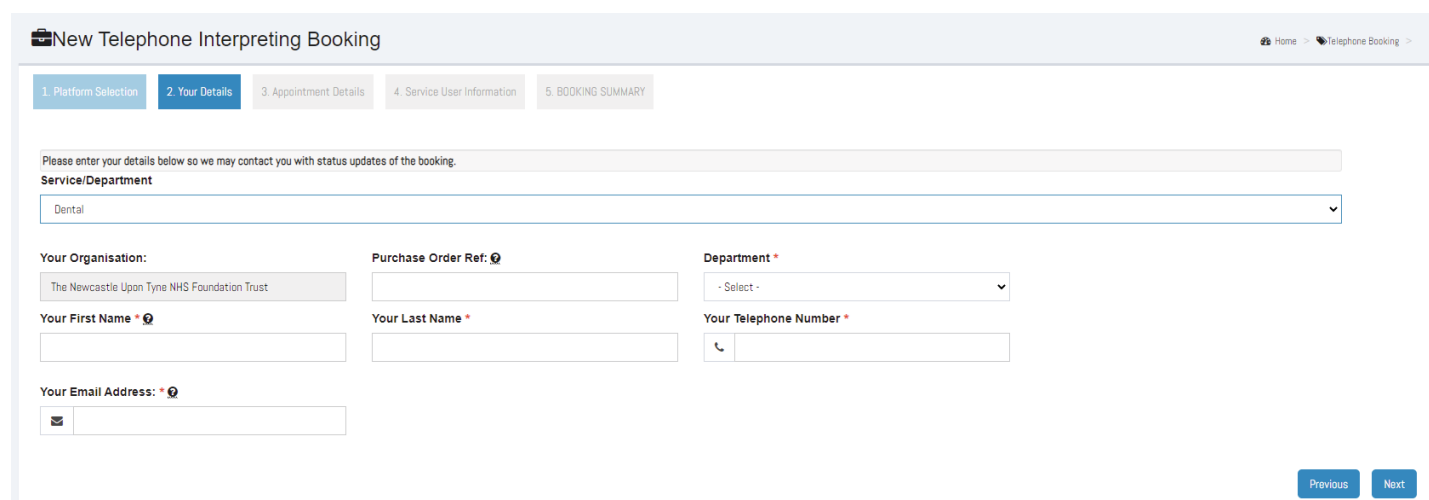
You will receive instructions on accessing this interpreter in your confirmation email.

1. Platform Selection:



I wish to use the Language Empire Platform	This option is if you want to use the Language Empire automated system. Please note we no longer manually connect calls, so this is the process you will need to use unless you have your own telephone conferencing system.
I wish to use another platform	This option can be used if you have your unique telephone conferencing system or wish to use a video platform for audio use only.

2. Your Details



Service/Department	Please select the service/department you are booking on behalf for.
Your Organisation	This will be prepopulated for you.

Purchase Order Ref	This will be prepopulated for you.
Department	This is where the call will be taking place from. Please select from the dropdown menu.
Your Name	As Stated.
Your Position	As Stated.
Your Contact Number	As Stated.
Your Email Address	We will send confirmation of the booking to you via email. You will also receive your unique pin number in this email which you can share with the professional (if this is not you).

3. Appointment Details (if you're using our platform you will not be asked about which platform you're using):


New Telephone Interpreting Booking
Home > Telephone Booking >

1. Platform Selection
2. Your Details
3. Appointment Details
4. Service User Information
5. BOOKING SUMMARY

Please enter the appointment details below.

Appointment with (Professional's Name) *

Appointment Date *

Appointment Time *

Hours
Minutes

Duration *(minutes)

Select

What Platform will you be using? *

Please note, this is for audio calls only. If you require a video interpreter, please select the "Video Spoken/Non-Spoken" option on the left hand side of the page.

Please provide details of how the interpreter should join the call *

Brief Nature of Assignment * ?

Additional Info ?

Previous
Next

Appointment with (Professional's name)	This is the name of the person conducting the meeting. If this is yourself you can include your own name here.
Appointment Date	Please use the calendar to select the date of the appointment.
Appointment Time	Please select from the hours and minutes drop down boxes. The hours are in AM/PM.
Duration	Please advise us of the estimated duration for the booking in minutes. Be advised that this is the duration you require the interpreter for, not necessarily how long the appointment is for.
What platform will you be using?	You can use any platform you wish as long as this is an audio only call.
Please provide details of how the interpreter should join the call	This will be sent to the interpreter on their job sheet. Please make sure you include any dialing instructions or links. If you want to provide a contact number for any issues, that would also be helpful.

Brief Nature of Assignment	You must briefly explain what the interpreter is needed for, i.e. Review, assessment or consultation etc. Please note anything written in this section will be printed on the linguist's job sheet, so please do not include confidential information.
Additional Info	What other information do you need to know? You may state to refrain from sending a particular interpreter or any alternative dates we could look for. Please do not include any alternative venues in this box.

4. Service User Information (please note, if you're using your own platform you will not be asked the last question):

New Telephone Interpreting Booking

Home

Telephone Booking

1. Platform Selection

2. Your Details

3. Appointment Details

4. Service User Information

5. BOOKING SUMMARY

Service User Initials: *

Gender *

Service User Reference:

Language Required *

Interpreter Gender: *

Would you like to brief the interpreter about this appointment?*

☐ Yes
☐ No

If you would like to use an interpreter who does not appear in the list of previously used interpreters, please enter their details below:

☒ Interpreter Details Known
☐ Interpreter Details Not Known

Enter Name or Language Empire ID Number To Search: *

SEARCH

Select Interpreter To Request From List Below: *

☐ Assign alternative interpreter if the requested interpreter is not available.
☐ Arrange to reschedule the appointment if the requested interpreter is not available.

Will the service user be with you at the time of the call?*

(please note if you select yes, it will not dial the service user)

☐ Yes
☐ No

Previous

Finish

Service User Initials	In line with Data Protection guidelines, we only accept service user's initials with no spaces. Service User refers to your patient – i.e. the person who needs the interpreter.
Gender	Please select the gender of the service user and identify if they are an adult or child under 18.
Service User Reference	This can be an NHS number / Case Reference number and is only to help everyone identify who the booking is for. It needs to be 6 – 10 characters with no spaces. If you have no reference, please enter 000000, and it will allow you to continue.
Language Required	Please select the spoken language required, making note of any specific dialects.
Interpreter Gender	Please identify if you require a Male/Female or either gender for your appointment.
Would you like to brief the interpreter about this appointment?	Our interpreters are always grateful for the chance to have a quick chat before the start of the booking to ask any questions and better understand the nature of the appointment. If you would like to set some time aside at the beginning for this, please click yes and choose the duration you require to chat. Once that time has elapsed, the service user will be auto-dialed.

Interpreter Details Known/Not Known	If you know the details of an interpreter you wish to request, please identify their name or ID number and press search. The details will appear in the drop-down box. If you are unable to locate this interpreter, please add it to the “additional information” box on tab three, and we can have a look for you.
Assign Alternative/Arrange To Reschedule	If you only want this interpreter, please choose “arrange to reschedule” and will get alternative dates if the interpreter can’t do time requested. If you can accept an alternative interpreter, please select “assign alternative”.
Will the service user be with you at the time of the call?	If the service user will be with you in the practice/venue at the time of the appointment and does not need to be called separately, press yes. If they need dialing in, press no and enter their phone number below. You can also enter their email address if they have consented, and they will receive an email with dialing instructions (just in case they wish to dial in themselves). PLEASE DO NOT ENTER YOUR EMAIL ADDRESS OR PHONE NUMBER IN THIS BOX, AS THE CALL WILL NOT WORK.

5. Booking Summary:

You will then be shown a summary screen which shows you the date, time, language, and venue that you have requested before submitting your request to us. Click confirm if you are happy or close if you need to go back and change something .

Submit Booking

Please ensure that all the information provided is correct before confirming the booking.

If you are happy with all the information that you have provided please click on the "Confirm" button. Once we have received the booking you will be redirected to a confirmation page with a unique booking reference.

Booking Brief (Appointment Date: **24/03/2017** - Appointment Time: **01:00 AM** - Language: **Afrikaans**)

Close Confirm

Tel *

03302020270

Email *

katie.wild@empire-groupuk.com

Verify Email *

katie.wild@empire-groupuk.com

Previous Finish

New Telephone Interpreting Booking

Home > Telephone Booking >

- 1. Platform Selection
- 2. Your Details
- 3. Appointment Details
- 4. Service User Information
- 5. BOOKING SUMMARY

Thank you for making a Telephone Interpreter Request with Language Empire. This has now been received successfully to our pending list. Please find below a summary of your booking:

Your Booking Reference Number is: **STEL1244781**

Name of Organisation: **Language Empire Ltd**
Appointment Date: **31/05/2022** Appointment Time: **05:00** Duration: **35**
Venue/Department Address: **"Alexandria Road, , 14a Alexandria Road, , , West Ealing, London, ."**
Language Requested: **Arabic - Algeria**
Non-English speaker (your patient/client) initials: **xx**
Non-English speaker (your patient/client) gender: **Male**
Non-English speaker (your patient/client) reference: **0000000000**
Purchase Order Ref: **00000**
Appointment With: **DR JONNY**
Booking Made By: **test user**
Nature of Assignment: **Blood Test**
Additional Information: **Please do not assign John Smith**

We will keep you updated on the status of your booking via our automated emails. If you do not receive a booking acknowledgment email within 10 minutes of making this request, please contact our Customer Services Department via phone or email with your Booking Reference Number(s). We will require this for any communication with you in regards to your request.

Many Thanks

Customer Services Language Empire Ltd Tel: 0330 20 20 270
Email: bookings@empire-groupuk.com

TO PRINT A CONFIRMATION OF THIS BOOKING, PLEASE CLICK HERE.

TO GO BACK TO HOME PAGE, PLEASE CLICK HERE.

Upon submitting this request to Language Empire, you will be given a unique Booking Reference number beginning STEL, which allows you to identify your request. This is important, so please keep this reference safe, as our team will always ask you for this.

If you do not receive the above screen, please check the red error message at the top of the page and make the necessary changes before reconfirming.

You will then receive an email acknowledgement to summarise all the information you have provided.

A second email will arrive when we can confirm your linguist, which will state their name on your confirmation email.

If you select the Language Empire platform, you will receive a unique PIN and telephone number to dial for this request. This will be on the Booking Acknowledgement and Booking Confirmation emails.

Instructions are included on both emails:

You will need this 6-digit pin number to access the conference call: X

How to access your scheduled telephone interpreting appointment:

1. At the time of your appointment dial: 0330 053 2650 and select option 1.
2. Enter the unique pin number provided in this email.
3. Follow the instructions provided in the automated message to access your interpreter and non-English speaker.
4. At the scheduled start time of the appointment or after the briefing duration if requested, the Service User will be auto dialed through the system.
5. If the Service user fails to answer the call, you will have an option to leave them a voicemail, if the voicemail service is enabled on the Service User's phone.
6. If the voicemail service is disabled on the Service User's phone, you will have 3 attempts to call the Service User.
7. You must access the call within 15 minutes of the start time, or it will expire automatically.
8. If you get disconnected for any reason during the call, please dial back in within 30 minutes of disconnection to access the service again.

Please note: You can access the call 5 minutes prior to the start time and you will be placed in a virtual waiting room until all participants have joined in.

Video Booking (LEVID) User Guide

We generally request a minimum of 60 minutes' notice for this type of booking as we need to contact our available interpreters.

Please note, we do not supply the software for video calls. However, we do send over the details for the interpreter in an email so you can invite them into your own call.

1. Appointment Details:

New Schedule Video Booking

Home

Video Booking

1. Appointment Details

2. Non-English Speaker Details

3. Your Details

Please enter the appointment details below.

Service/Department

- Select -

Your Ref *

Dental

Purchase Order Ref: *

Customer Name: *

The Newcastle Upon Tyne NHS Foundation Trust

Department *

- Select -

Appointment Date *

dd/mm/yyyy

Appointment Time *

- Hours -

- Minutes -

Duration *(minutes)

- Select -

Service Contact Name *

Service Contact Tel *

Interpreter Gender: *

-- Select Interpreter Gender --

Brief Nature of Assignment *

Additional Info *

Block Booking

If you require a repeat booking for the same Service User, please tick the box below and provide the appointment dates and times etc.

Please note this feature is only to be used for the same Service User. You cannot make multiple requests for different Service Users using this section. Only the below information may be different.

Additional Dates Required

Previous

Next

Service/Department	Please select the service/department you are booking on behalf for.
Your Ref	Please select your team name from the drop down list. (If a free text box appears, please write the name of your department in here).
Purchase Order Ref	This will be prepopulated for you.
Customer Name	This will be prepopulated for you.
Department	This is where the video call will be taking place from. Please choose from the drop down list.
Appointment Date	This is the day your appointment will take place. You can select as far forward as you wish but you cannot backdate.
Appointment Time	Please use the two drop down fields to choose the time of the appointment. This is a 12 hour clock so please choose the correct time, AM or PM.

Duration	This is in minutes. The maximum you can choose is 240 minutes. If you need someone for longer you will need to submit a new request to start 240 minutes later than the first one.
Service Contact Name	This is name of the professional conducting the appointment (e.g. the consultant or the nurse).
Service Contact Tel	A telephone number we can contact the professional on if need be.
Interpreter Gender	If your patient requires a specific gender of interpreter, please choose this. If not, select "Either Male or Female".
Brief Nature of Assignment	Please provide the software you are using and a summary of the appointment. This will allow the interpreter to prepare if need be.
Additional Information	The interpreter will not see this box so please do not add any instructions for the interpreter. This box will only be seen by office staff. If you require a specific interpreter, please add this information here.

2. Non English-Speaker Details (your patient/service user):

 New Schedule Video Booking
 Home > Video

1. Appointment Details
2. Non-English Speaker Details
3. Your Details

Please provide any other additional information relating to the assignment in this box. This information will not be provided to the interpreter and is for office use only. For example, if you require a specific gender of interpreter, or if you would like a specific interpreter for a follow up appointment, please provide their name and/or ID number.

Non-English Speaker Initials:
Gender *
Non-English Speaker Reference:

Language Required *

If you would like to use an interpreter who does not appear in the list of previously used interpreters, please enter their details below:

☒ Interpreter Details Known
☐ Interpreter Details Not Known

Enter Name or Language Empire ID Number To Search: *

SEARCH

Select Interpreter To Request From List Below: *

☐ Assign alternative interpreter if the requested interpreter is not available.
☐ Arrange to reschedule the appointment if the requested interpreter is not available.

Previous
Next

Non-English Speaker Initials	The initials of your patient, i.e. the person who cannot communicate in English.
Language Required	If you are unsure of the language, please give us a call and we can assist.
Gender	Please choose the gender of your patient including if they're a child or adult.
Non-English Speaker Reference	A reference related to your patient This could be an NHS number or a Trust number for a patient. There should be no spaces. If the interpreter is for the parent of a child but your child is the patient, please add the child's NHS number. There should be no spaces in this box.

Interpreter Details Known/Not Known	If you know the details of an interpreter you wish to request, please identify their name or ID number and press search. The details will appear in the drop down box. If you are unable to locate this interpreter, please add it to the “additional information” box on tab two, and we can have a look for you.
Assign alternative interpreter/Arrange to reschedule	This is very important if you have requested a specific interpreter. Select " arrange to reschedule " if you only want this interpreter and need her availability, select “arrange to reschedule”. If you can accommodate an alternative interpreter, select “assign alternative interpreter”.

3. Your Details:

 New Schedule Video Booking
 Home > Video Booking >

1. Appointment Details
2. Non-English Speaker Details
3. Your Details

Please enter your details below so we may contact you with status updates of the booking. If you do not have an email address please enter a fax number so we may send a fax confirmation to the number specified.

Your Name * 
 Tel * 
 Email * 
 Verify Email * 

[Previous](#)
[Finish](#)

Your Name	As Stated
Tel	Please provide a valid contact number in case we need to discuss anything further regarding this booking.
Email	The email address provided is where we will send all confirmations and the interpreter’s details. Please ensure this inbox will be accessible for the entire period from when the booking is made until being conducted.
Verify Email	This should match the email address you have entered in the previous box.

4. Submit booking & Confirmation:

Submit Booking

Please ensure that all the information provided is correct before confirming the booking.

If you are happy with all the information that you have provided please click on the “Confirm” button. Once we have received the booking you will be redirected to a confirmation page with a unique booking reference.

[Close](#)
[Confirm](#)

Confirm	Click to submit your booking
---------	------------------------------

 Confirmation
 Home > Bookings >

Thank You for making this request with Language Empire and please make a note of your booking reference which is LEVID1080178, as booking details will be quickly accessed if you provide the booking ref when you call us. Once the booking has been confirmed you will receive a notification by e-mail, if you do not receive a confirmation within 45 minutes please contact our offices and ask to speak to the bookings ‘Account Manager’ for your organisation.

Our office contact number is: 0845 370 2002.

If the booking has been made successfully you will receive this message and an email. Both will contain a booking reference beginning LEVID.

If you haven’t received either/or, please call Customer Service and we can look into this for you.

You will receive an email in due course with confirmation of an interpreter and a further email with the subject “INTERPRETER’S CONTACT DETAILS FOR VIDEO BOOKING LEVIDXXXXXXX”. This will contain the interpreter’s contact details and will be sent to the email address provided.

Cancelling a booking:

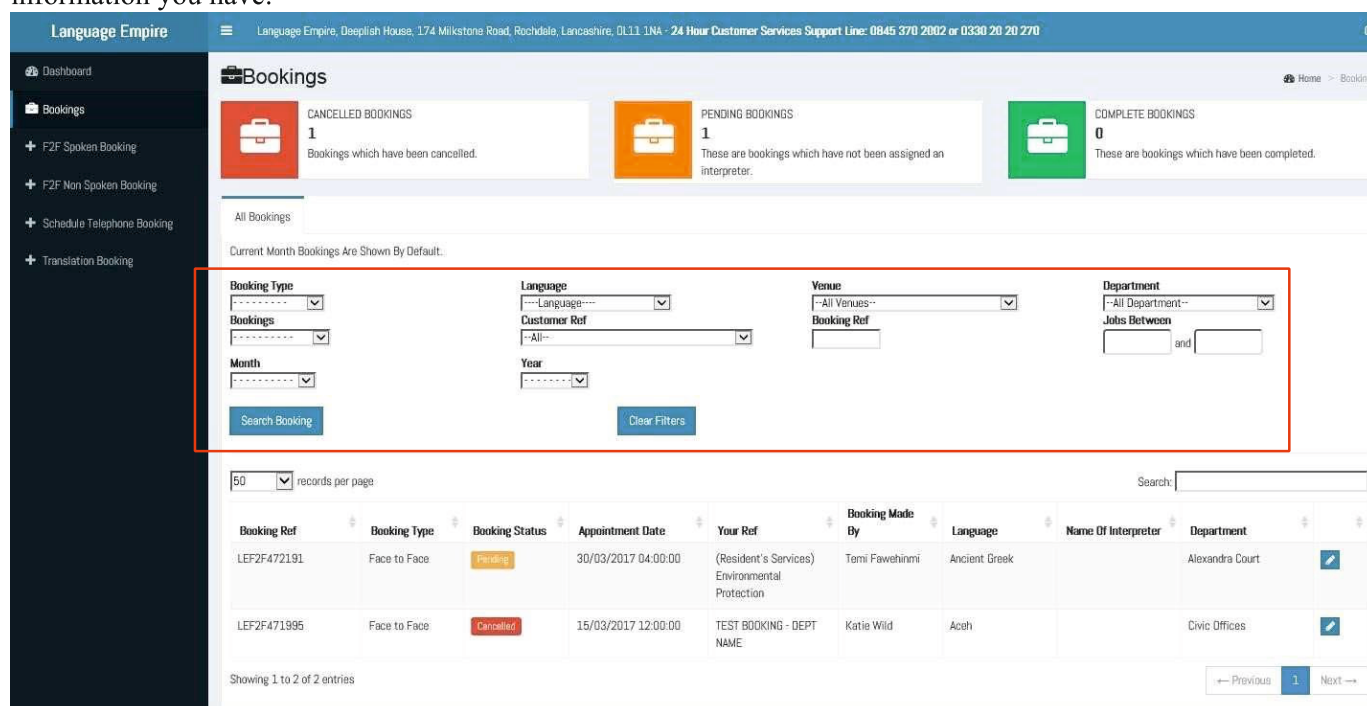
A. Online

You can cancel a booking directly online.

Sign in to the Language Empire Portal. Select the Bookings tab on the left side of the screen.

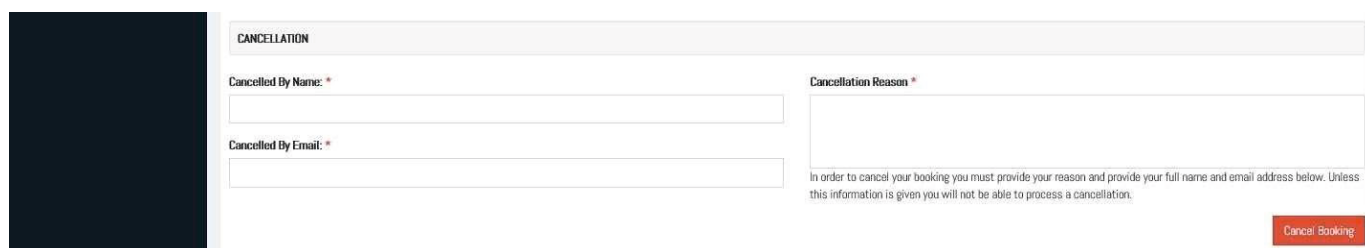
Here you will see a list of bookings by your directorate.

To cancel the booking, search for the Booking Reference number or use the search features to find the job based on the information you have:



The screenshot shows the Language Empire Bookings portal. The left sidebar contains navigation links: Dashboard, Bookings, F2F Spoken Booking, F2F Non Spoken Booking, Schedule Telephone Booking, and Translation Booking. The main content area displays three summary cards: CANCELLED BOOKINGS (1), PENDING BOOKINGS (1), and COMPLETE BOOKINGS (0). Below these is a search section with filters for Booking Type, Language, Venue, Department, Customer Ref, and Booking Ref. A table of bookings is shown below the search filters, with columns for Booking Ref, Booking Type, Booking Status, Appointment Date, Your Ref, Booking Made By, Language, Name Of Interpreter, and Department. The table shows two entries: one pending booking for 30/03/2017 and one cancelled booking for 15/03/2017.

1. When you have found the booking, open this up by clicking on the pencil icon on the right-hand side of the booking. This will then display all details of that booking.
2. In order to cancel scroll down to the bottom of the summary, where you will see the section to complete to cancel the booking. This must be completed in full.



The screenshot shows the Cancellation form. It has a title bar "CANCELLATION". Below it are two sections: "Cancelled By Name: *" and "Cancelled By Email: *", each with a text input field. To the right is a "Cancellation Reason: *" section with a larger text area. At the bottom right is a red "Cancel Booking" button. A note at the bottom states: "In order to cancel your booking you must provide your reason and provide your full name and email address below. Unless this information is given you will not be able to process a cancellation."

3. When the cancellation has been processed, you will receive an email notification confirming this has been cancelled.

B. Email

If you're unable to cancel on the portal, you can cancel the booking via email.

You must provide as a minimum:

- Your Name
- Your Contact Number
- The Booking Reference Number
- The Reason for cancellation
- Where you do not have the booking Reference Number, we need the language, date and time, and venue of the booking.

Send the cancellation email to: bookings@empire-groupuk.com

You will receive confirmation from Customer Services that this has been done and an automated email in addition.

Index:

Cancelled	The booking was cancelled by yourselves. If you click the pencil symbol you can see who cancelled it and when. We would never cancel a booking without your consent.
LEF2F	Language Empire Face 2 Face. This is the reference for a face to face booking booked using the “+ F2F Spoken” or “F2F Non-Spoken” form. Every time and date booked has its own unique reference beginning LEF2F and 7 digits after. E.g. LEF2F1234567.
LEVID	Language Empire Video. This is a reference for a video booking booked using the “+ Video Spoken” or “+ Video Non-Spoken” options. Like the F2F bookings it will contain 7 digits after which will remain the same if a booking moves from LEF2F to LEVID.
Non-English Speaker	This is an alternative name for your patient i.e. the person who doesn’t speak English and requires the interpreter.
Non-Spoken Booking	Non-verbal languages which require communication via lip reading or hand communication, e.g. British Sign Language, Lip Reading, Deafblind Communicator.
Pending	This booking is still being worked on by ourselves. We will continue to work on it until you advise us to stop or we advise you ourselves.
Spoken Booking	Any language which is verbally spoken and requires an interpreter, e.g. Polish, Urdu, Bengali & Spanish.
STEL	Scheduled Telephone booking. This is the reference code for any pre-booked telephone requests or any face to face bookings we have converted to STEL. The 7 digits remain the same even if a booking moves from LEF2F to STEL.
UTP	Unable to provide. We will log a booking as a UTP if we have been unable to source an interpreter. If we are able to move it to an alternate service the UTP will be removed.

