

Q and A on scheduling a telephone interpreter

Q - How do I pre-book an interpreter?

A – You can book an interpreter through our online portal in as little as 60 seconds through www.language-empire.net

Q – How far in advance do I need to pre-book an interpreter?

A – We would ask that a minimum of 1 hours' notice is provided but, you can book with as little as 15 minutes notice

Q – How do I access my interpreter?

A – Once booked, you will receive joining instructions via e-mail

Q – If the patient isn't with me, how will they join?

A – If the patient is taking the call from home, you will have the option to provide their contact number and they will be dialled in to the call once your interpreter is on the line.

Q – What do I do if I already know I am running behind and need to change the time or extend the duration?

A – It may be possible to adjust the time or duration, our customer service team are here 24/7 and will provide the best advice.

Q – What happens if I am just running slightly late?

A – There is a 15 minute window that the interpreter is obliged to wait for. Once you dial in, the call is activated, even if it is just to inform the interpreter to wait. If you don't get to dial in within the 15 minutes, our CS team may still be able to connect you to the interpreter if you call them.

Q – What happens if any of the parties lose connection?

A – Just dial back in, the interpreter also knows to do the same and if the patient isn't present they will be re-dialled if needed. Still not resolved, call the CS team and they will help.

Q – What happens if the scheduled booking overruns?

A- The interpreter will be able to continue to support for a reasonable amount of time in the majority of cases