

HCIS Booking Portal – User Instructions

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1. Services available via HCIS Booking Portal

- You can book any mode of interpreting service via the HCIS Booking Portal.
- The booking Portal is open 24/7, however, the requests will only be processed between 8:30am and 11pm.
- For the same date request, it is best to contact our call centre on 02 9912 3800 so that our team can assist you promptly.

2. Set up an account

Welcome to WSLHD Health Care Interpreter Service Booking Portal

Existing user? [Sign in.](#)

New here? [Register now.](#)

Step 1: On HCIS Portal Home page, click “**Register now**”.

Step 2: Enter your **work email**, your preferred **username**, and a **password**.

Step 3: Complete your **profile** details and click “**Register**”.

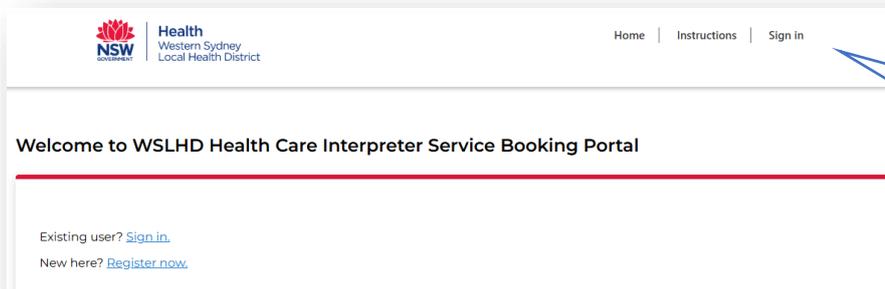
Step 4: Please check your email inbox for a message from **WSLHD-HCISPORTAL** with the subject “**HCIS Booking Portal – Complete Your Registration**” to verify your email address.

Step 5: You will receive next email with the subject “**Your HCIS Booking Portal Account is Ready**” to advise when your account is ready.

3. Log in to Booking Portal

Step 1 Open the portal link using Chrome browser <https://wslhd-interpreterservice.powerappsportals.com>

* The booking Portal Link may also be available on your LHD's Intranet Application Page.



Step 2 Click **Sign in** on the top right corner.



Step 3 Sign in with the **username** and **password**.

If you don't remember your password, click **Forgot your password** to reset.

4. Request an interpreter

Health Care Interpreter Service

[Book an interpreter](#)

Use the link above to book an interpreter for a future date.

If you need an interpreter today, please call the HCIS Call Centre at 9912 3800.

Step 1 Click on **Book an interpreter** link

I want to book an interpreter

Search



Create

Step 2 Click **Create** to start a request from scratch.

Home > Booked an Interpreting

I want to book an interpreter

Fields marked as * are mandatory

Step 3 Complete the form below. Check for accuracy and then click **Next** and **Submit**.

General

* Language

* Interpreting Date

* Interpreting Time

* AM / PM

Alternate Date and time

* Appointment Duration

* Service/Clinics



* Patient Name

* Patient MRN/Patient DOB/Other ID Number

* Health Care Provider's Name

* Health Care Provider's Contact Number

For phone interpreting, you must provide Health Care Provider's phone number in this field

* Requestor's Name

* Requestor's Contact Number

For landline numbers please enter your area code

* Modality

Next

 **Service/Clinics** Please click on the search button and then type "*" followed by any key word, e.g., "*Physio". The list will narrow down to services containing the word physio only. If your service or clinic is not listed, please select **Other** and then provide the name of your service or clinic. We will add it to the list for your next booking.

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Useful Tips for requesting interpreters



💡 Copy function allows you to copy/reload information, e.g., your service, contact details, video link etc. and then you can modify any field as required and submit a new request.



💡 Search function allows you to look up any existing request by patient name, date and time, appointment type etc.

💡 If you have provided an **alternative date and time**, please check the date and time section when the **status** changes to **Completed**. **The date and time in this column are the date and time booked on our system.**

Patient Name	Modality	Language	Date and time	Status	Created On ↓	
Test - oral	Video	Persian/Farsi	04/08/2022 10:00 AM	Completed	26/07/2022 2:35 PM	<input type="button" value="Cancel"/> <input type="button" value="Copy"/>

💡 When a request has been **completed**, you **cannot edit** that booking anymore. Instead, please **cancel the original booking** and then use **Copy function to make a new booking**. All the fields will be loaded for you so you can modify any field. Please remember to mention the original booking ID in the comment section **and re-submit**.

💡 If you **cancel a request**, there will be no automated email to notify you that we have processed your cancellation request. You can, however, log into Booking Portal to check if the status has been changed from "Cancel Requested" to "Cancelled".

💡 If you need to **follow up on a completed request**, other than **cancel or reschedule**, you can email us with your Booking Portal Request ID or a screenshot of the request:
wslhd-hcis-interpreterbookings@health.nsw.gov.au

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5. Negotiation of requests

From time to time, we may not have an interpreter available at the requested date and/or time. HCIS will use the **negotiation** functionality to check with the services or clinics for an alternative date and time.

In such cases, the **status** of your request will change to **“In Negotiation = attn Clinic.”** These requests will appear at the top of your list to catch your attention. You will also receive an email alert from our system notifying you that your attention is needed for a specific request.

Below are instructions on how to action requests in negotiation

Step 1 Click **Edit**

Request Id	Patient Name	Modality	Language	Date and time	Status	Created On ↓	Requested by	Service/Clinics
020723-1541	Tingting - Comments testing	Video	Akan	03/08/2023 11:30 AM	In Negotiation - attn Clinic	03/07/2023 8:47 AM	Tingting Chen	Children's Hospital Medical Centre CHISM Suite 13 - CH Suite 13

Step 2 Scroll down to the bottom of the page and you will see a section called **“Negotiation history”**.

Negotiation history

* Comment

Example comment: 1pm is fine. Request updated with the correct time.

Comment From	Description	Created By	Date Created ↓
HCIS	Our apologies, 1130 is not available, we can offer from 1300 , please advise if this is suitable. We will await your reply before we can proceed with making the booking.	Ailene Valencia-Lim	24/07/2023 2:19 PM

[Next](#)

Step 3 Check HCIS comments. If suitable, update the request with alternative date and time, put a comment (e.g., 1pm is fine, request updated)

[Previous](#)

[Submit](#)

Step 4 Click **Submit**

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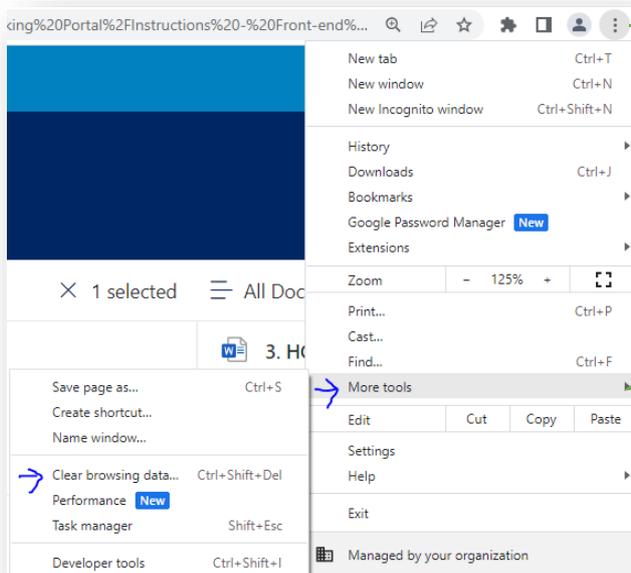
6. Booking Status Explained

Status	What does it mean	Edit	Cancel	Copy
New request	New request Edited request	✓	✓	✓
In Progress	This request is being processed by a HCIS Call Centre officer	You cannot perform any action. Please log back in later to check.		
In Negotiation – attn Clinic	This request has been viewed by HCIS and we are sending it back to a requestor to negotiate a more suitable date and/or time. Action is needed from the requestor to either send a comment back or update request.	✓	✓	✓
In Negotiation – attn HCIS	The requestor has reviewed our negotiation comments and is sending their feedback back to HCIS.	✓	✓	✓
Completed	This booking request has been processed by HCIS. The portal has sent you an email to confirm this booking.	✗	✓	✓
Cancel Requested	You have requested to cancel this booking and HCIS Call Centre has not processed your cancellation request yet.	✗	✗	✓
Cancelled	You have requested to cancel this booking and HCIS Call Centre has cancelled your booking in our system.	✗	✗	✓

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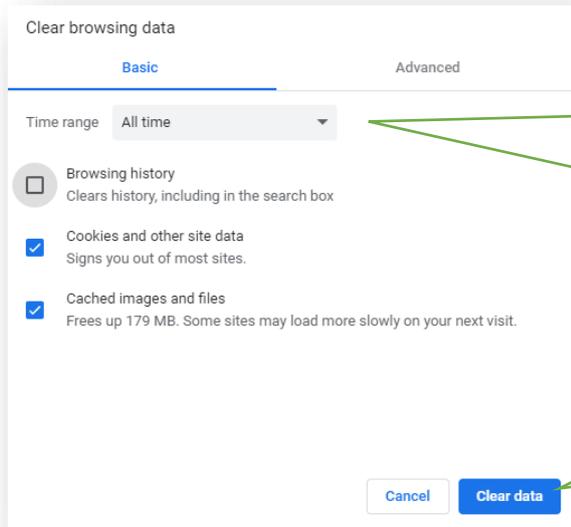
7. Troubleshoot and Support

Portal not working as expected: Sometimes, after an enhancement, the website may not work properly. If you notice something is not right, a simple thing to try first is to clear the cache. See below steps:



Step 1 Click on the three vertical dots on the top right corner of your Chrome browser.

Step 2 Select **More tools** and then select **Clear browsing data**.



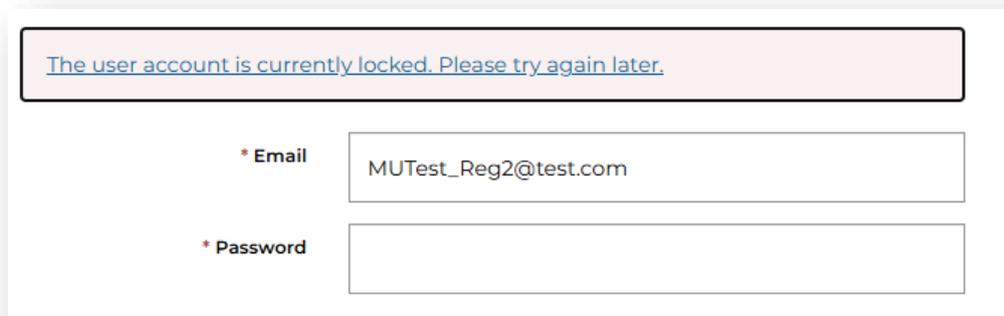
Step 3 Select **All time** and then make sure to tick **Cookies and other site data** and **Cached images and files**.

Step 4 Click **clear data** and then close your **Chrome browser** completely.

Note: You may need to repeat the above process a couple of times.

Your account is locked

If you enter an incorrect password too many times, your account will be locked. Please contact us via email WSLHD-HCIS-InterpreterBookings@health.nsw.gov.au. Our team will unlock your account.



You don't remember your password

You can reset your password by clicking "Forgot your password?" on the log in page.

How to report an issue

If you have any issues with the HCIS Booking Portal, please get in touch with us

Email: WSLHD-HCIS-InterpreterBookings@health.nsw.gov.au

If we cannot help you, we will raise a ticket with eHealth on your behalf.

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