

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? <u>Sign in.</u> New here? <u>Register now.</u>

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.

elcome t	o WSLHD Health Care Interpret	ter Service Booking Portal ter Service Booking Portal ter Service Booking Portal
Existing user New here? <u>R</u>	? Sign in. legister now.	
Sign in * User name		Step 3 Sign in with the username and password.
* Password	Remember Me I'm not a robot	
	Cine in	If you don't remember your password,

4. Request an interpreter

want to book an interpreter Step 2 Click Create to start a request from scratch.	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 or link	n Book an interpreter



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Select			
* Interpreting Date		* Interpreting Time	* AM / PM
			Select
Alternate Date and time			
* Appointment Duration			
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Patient MRN/Patient DOB/Other ID Health Care Provider's Name	Number		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 net listed please coloct Other and then
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Patient MRN/Patient DOB/Other ID I Health Care Provider's Name Health Care Provider's Contact Nun For phone interpreting, you must provide Requestor's Name First Name Last Name (02) 9999 9999	Number mber le Health Care Provider area code	's phone number in this field	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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Patient MRN/Patient DOB/Other ID I Health Care Provider's Name Health Care Provider's Contact Nun For phone interpreting, you must provid Requestor's Name First Name Last Name (02) 9999 9999 Modality Select	Number mber le Health Care Provider area code	's phone number in this field	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	<u>Modality</u>	<u>Language</u>	Date and time	<u>Status</u>	<u>Created On</u> ↓	
Test - oral	Video	Persian/Farsi	04/08/2022 10:00 AM	Completed	26/07/2022 2:35 PM	Cancel 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:** <u>wslhd-hcis-interpreterbookings@health.nsw.gov.au</u>

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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.

uest Id	Patient Name	<u>Modality</u>	<u>Language</u>	Date and time	<u>Status</u>	Created On +	Requested by	Service/Clinics			
723-1541	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	C Edit	Cancel	Сору
Step	2 Scroll d	own to t	he bottor	n of the pag	e and you	will see a se	ction called	d "Negotiat	tion hist	tory".	
egotiat	ion history	/									
* Commen	t										
_											
			t: 1pm ic		octundat	tod with the					
E	Example o	commen	nt: 1pm is	s fine. Requ	est upda	ted with the					
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Comment From HCIS	Example correct tim	tion bgies, 1130 is	nt: 1pm is	5 fine. Reque	est updat	ted with the		l			
Comment From HCIS	Example of orrect tim Descrip Our apol advise if your rep	tion tion this is suitable ty before we ci	nt: 1pm is not available, 0, please e. We will await an proceed with	5 fine. Requ Created By Ailene Valencia-L	est updat	ted with the					
Comment From HCIS	Example of orrect tim Descrip Our apol we can o advise if your rep making t	tion before the source of the	nt: 1pm is not available, 0. please e. We will await an proceed with	S fine. Reque	est updat Date Cr im 24/07/2 Ste	ted with the reated ↓ ^{023 2:19 PM}	CIS comme	nts. If suita	able,		
Comment From HCIS	Example correct tim Descrip Our apol we can o advise if your rep making t	tion before from 1300 if this is suitable by before we can the booking.	nt: 1pm is not available, 0. please e. We will await an proceed with	S fine. Reque	est updat Date Cr im 24/07/2 Ste upd	ted with the reated ↓ ^{023 2:19 PM} p 3 Check H late the requ	CIS comme uest with al	ents. If suita ternative d	able, late and		
Comment From HCIS	Example of orrect tim Descrip Our apol we can d advise if your rep making t	tion this is suitable booking.	nt: 1pm is not available, 0, please e. We will await an proceed with	5 fine. Requ	est updat Date Cr im 24/07/2 Ste upd tim	ted with the reated ↓ 023 2:19 PM p 3 Check H late the requ e, put a com	CIS comme nest with al ment (e.g.,	ents. If suita ternative d 1pm is find	able, late and e,		
Comment From HCIS	Example of correct time Descrip Our apol we can o advise if your rep making t	tion logies, 1130 is offer from 1300 this is suitable ly before we co the booking.	nt: 1pm is not available, 0, please e. We will await an proceed with	S fine. Requ	est updat Date Cr im 24/07/2 Ste upd tim req	ted with the reated ↓ D23 2:19 PM p 3 Check H late the requ e, put a com uest updated	CIS comme test with al ment (e.g., d)	ents. If suita ternative d 1pm is find	able, late and e,		
Comment From HCIS	Example of orrect tim Descrip Our apo we can of advise if your rep making t	tion before we can the booking.	nt: 1pm is not available, 0. please e. We will await an proceed with	S fine. Requ	est updat Date Cr im 24/07/2 Ste upd tim req	ted with the reated ↓ ^{023 2:19 PM} p 3 Check H late the requ e, put a com uest updated	CIS comme lest with al ment (e.g., d)	ents. If suita ternative d 1pm is find	able, late and e,		
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E Comment From HCIS	Example of orrect tim Descrip Our apol we can advise if your rep making t	tion bogies, 1130 is offer from 1300 this is suitable booking.	nt: 1pm is	S fine. Requ	est updat Date Cr im 24/07/2 Ste upd tim req Click Subm	ted with the reated ↓ 023 2:19 PM p 3 Check H late the requ e, put a com uest updated	CIS comme lest with al ment (e.g., d)	ents. If suita ternative d 1pm is fine	able, late and e,		

6. Booking Status Explained



Status	What does it mean	Edit	Cancel	Сору
New request	New request Edited request	V	٧	V
In Progress	This request is being processed by a HCIS Call Centre officer	You canno Please	ot perform a log back in check.	any action. later to
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.	V	V	V
In Negotiation – attn HCIS	The requestor has reviewed our negotiation comments and is sending their feedback back to HCIS.	V	٧	٧
Completed	This booking request has been processed by HCIS. The portal has sent you an email to confirm this booking.	x	V	V
Cancel Requested	You have requested to cancel this booking and HCIS Call Centre has not processed your cancellation request yet.	x	x	٧
Cancelled	You have requested to cancel this booking and HCIS Call Centre has cancelled your booking in our system.	x	x	V

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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:

		New tab Ctrl+T New window Ctrl+N New Incognito window Ctrl+Shift+N	Step 1 Click on the three vertical data on the tan right corpor of
		History Downloads Ctrl+J Bookmarks	your Chrome browser.
		Google Password Manager New Extensions	
imes 1 selected	∃ All Doc	Zoom - 125% + L J Print Ctrl+P	Step 2 Select More tools and the
	🖬 3. H	Cast Find Ctrl+F	select Clear browsing data.
Save page as Create shortcut Name window	Ctrl+S	More tools Edit Cut Copy Paste Settings	
Clear browsing data Performance New Task manager	Ctrl+Shift+Del Shift+Esc	Help +	
Developer tools	Ctrl+Shift+I	Managed by your organization	



Basic	Advanced	
e range All time		Step 3 Select All time and then
Browsing history Clears history, including in the search be Cookies and other site data Signs you out of most sites. Cached images and files Frees up 179 MB. Some sites may load	x more slowly on your next visit.	make sure to tick Cookies and other site data and Cached images and files.
	Cancel Clear data	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.

The user account is currently locked. Please try again later.					
* Email	MUTest_Reg2@test.com				
* Password					

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: <u>WSLHD-HCIS-InterpreterBookings@health.nsw.gov.au</u>

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

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