

# Scheduling – Interpreter Booking for Outpatients and Perioperative



This Quick Reference Guide will explain how to:

Book an internal or external interpreter for a patient

## Booking an Internal Interpreter

1. Open **Scheduling Appointment Book**.
2. When scheduling an appointment, from the **Appointment** tab > update **\*Interpreter** field to **WH Interpreter**

The image shows two screenshots of a software interface. The top screenshot shows the 'Appointment' tab with the '\*Interpreter:' field set to 'No'. A red arrow points down to the second screenshot, which shows the same interface but with the '\*Interpreter:' field set to 'WH Interpreter'. The field is highlighted with a red box.

3. Once the appointment has been confirmed, a notification will be sent to **IMS (Interpreter Management System)**.

## Booking an External Interpreter

1. Open **Scheduling Appointment Book**.
2. When scheduling an appointment, from the **Appointment** tab > update **\*Interpreter** field to **MBS Interpreter** or **Other External**

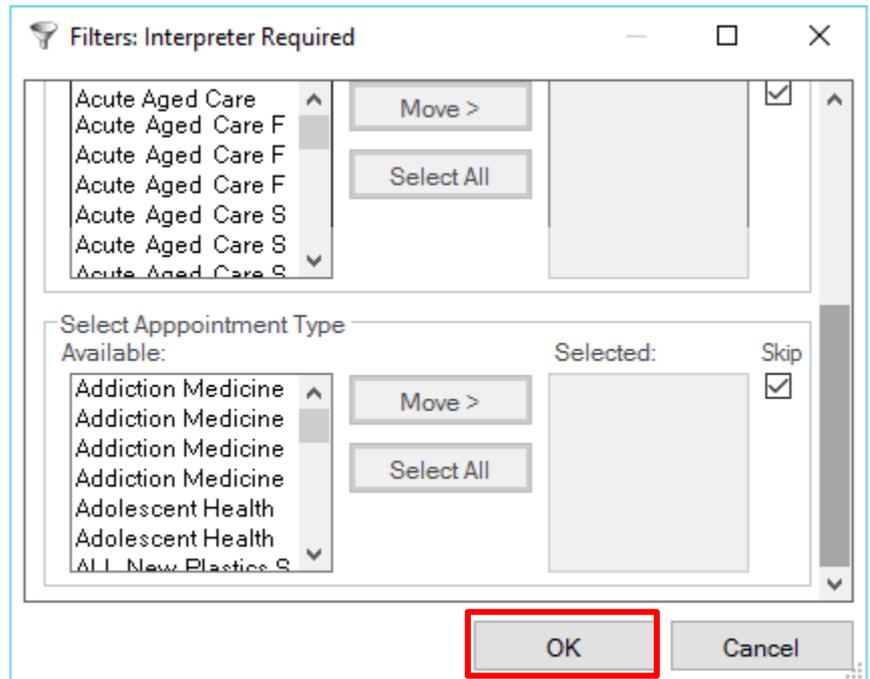
The image shows a dropdown menu for the '\*Interpreter:' field. The options are: WH Interpreter, MBS Interpreter (highlighted in blue), No, Other External, WH Interpreter, and Yes - Unknown.

3. Once the appointment has been confirmed, the patient will appear on the **Interpreter Required** worklist.
4. Open **PMOffice (Access Management Office)**
5. Under **Worklist** > select **Interpreter Required**

The image shows a 'Worklist' menu with two options: 'Clinician Not In Database' and 'Interpreter Required' (highlighted in blue).



6. **Filters: Interpreter Required** window will appear. **Facility** will default, select the required **Service** and **Appointment Type** then click **Ok**.



7. **Interpreter Required** worklist will populate. Locate the patient and book the external interpreter using appropriate interface. Note: All appointment details will appear in the worklist.

Location Ward	Room	Bed	Appt Type	Appt Date/Time	Appt Status
SDH WC GYN			Gynaecology MBS New	19/07/2023 04:30	Confirmed

8. Once external interpreter has been booked, **modify** the appointment and add the *interpreter reference* into the **scheduling comments**. Please refer to QRG **Scheduling – Scheduling Actions** for steps on how to modify an appointment.

9. In the worklist, right click on the patient and select **Referral Add/Modify**

Est Arrive Date/Time	Encntr Type	Location Ward
19/07/2023 04:30	Referral	SDH WC GYN
13/10/2023 08:30	PreReg	

Referral Add/Modify

10. **Referral Add/Modify** window appear, on the **Patient Information** tab, update **Interpreter Follow up > Completed**. Then click **Complete**.

Interpreter Follow Up:  
Completed

11. Patient will drop off from the worklist.



**Important**

- **Please note:** If an interpreter is required once the appointment is scheduled, please refer to QRG 'Scheduling – Scheduling Actions' for steps on how to modify an appointment.