



How to Cancel an Appointment via the Interpreting Service Online Booking System

Cancellations

Users can cancel interpreter bookings via the online system up to **24 hours** before appointment start times

To cancel within **24 hours** of the appointment start time, please contact the interpreting office on:

interpreting@hscni.net

OR

028 9536 3777 (9am-5pm Monday to Friday)

028 9056 5656 (Out of Hours)

Log into the System

Enter username
(email address)

Enter Password

The screenshot shows a web interface for 'Northern Ireland Interpreters'. At the top left, the text 'Northern Ireland Interpreters' is displayed, and at the top right, there is a link for 'New Registration'. Below this is a blue header bar with the word 'Login'. The main content area contains a login form with two input fields: 'Username' with the placeholder text 'name.surname@trust.hscni.net' and 'Password' with a masked field of dots. A blue link 'Forgotten password?' is positioned below the password field. A light blue 'Login' button is located below the form. To the right of the form, there are two logos: the 'HSC Health and Social Care' logo and the 'Northern Ireland Health & Social Care Interpreting Service' logo. At the bottom left, the copyright notice '© 2015 - Yarra Software Ltd' is visible, and at the bottom right, the version number '1.0.0.8' is shown. Three red arrows point from external text labels to the username field, the password field, and the 'Login' button.

select 'Login'

How to Locate the Booking on the Dashboard

- All “active” appointments will appear in the left hand column on the main Dashboard
- Bookings will initially appear in the Tentative column
- Once an Interpreter is confirmed, the booking will move to the In Progress column
- Bookings will appear in date and time order

The screenshot shows the Northern Ireland Interpreters dashboard. At the top, there are navigation links: Home, Booking Request Search, User Management, and Logout. Below this is a 'Dashboard' header. The main content area is divided into two columns. The left column contains a search bar and a list of booking requests. The right column contains a search bar and a list of booking requests. Two red arrows point from the explanatory text on the right to the 'Tentative (2)' and 'In Progress (16)' sections in the left column.

Tentative (2) – Your request has been submitted and NIHSCIS is awaiting Interpreter response

In Progress (16) – An Interpreter is confirmed.

Search	Booking Request	View Appointment
Requests 04:15		
Tentative (2)		
18/11/2015 11:00 (Wed), Cancer Centre, Bengali, Nazma Begum, Job ID: 49		
18/11/2015 14:00 (Wed), Cancer Centre, Portuguese, Priscilla McKnight, Job ID: 50		
In Progress (16)		
17/11/2015 11:00 (Tue), Cancer Centre, Polish, Halina Zerko-Porter, Job ID: 10		
17/11/2015 11:50 (Tue), Cancer Centre, Polish, Halina Zerko-Porter, Job ID: 39		
17/11/2015 17:00 (Tue), Cancer Centre, Bengali, Nazma Begum, Job ID: 18		
18/11/2015 10:00 (Wed), Cancer Centre, Russian, Yelena O'Hare, Job ID: 31		
18/11/2015 11:15 (Wed), Cancer Centre, Russian, Yelena O'Hare, Job ID: 41		
18/11/2015 11:20 (Wed), Cancer Centre, Polish, Agata Kordyaczny, Job ID: 32		

How to cancel a “Tentative Booking”

1. Select the Job you wish to cancel
2. The full details of the appointment will appear on the main screen
3. Go to **Booking Request** and **Cancel Booking Request** – a new screen will open (see next slide)

The screenshot displays the Northern Ireland Interpreters dashboard. At the top, navigation links include Home, Booking Request Search, User Management, and Logout. The main content area is divided into a left sidebar and a main panel. The sidebar contains a 'Search' dropdown and a 'Requests' section with a 'Tentative (2)' count. One tentative booking is highlighted: '18/11/2015 14:00 (Wed), Cancer Centre, Portuguese, Priscilla McKnight, Job ID: 50'. The main panel has a 'Booking Request' dropdown menu open, with 'Cancel Booking Request' selected. Below this, the appointment details for the selected booking are shown, including the requester's name and contact information, and the appointment's date, time, and location.

Northern Ireland Interpreters Home Booking Request Search User Management Logout

Dashboard

Search Requests 04:52

▲ Tentative (2)

18/11/2015 14:00 (Wed), Cancer Centre, Portuguese, Priscilla McKnight, Job ID: 50

18/11/2015 14:00 (Wed), Client's Home, Polish, Anna Jelinek, Job ID: 51

▶ In Progress (15)

Booking Request View Appointment

New

Create New Like

Amend

Cancel Booking Request

Import

Booker on 18-Nov-2015 at 09:30

Job Status: Tentative Booking

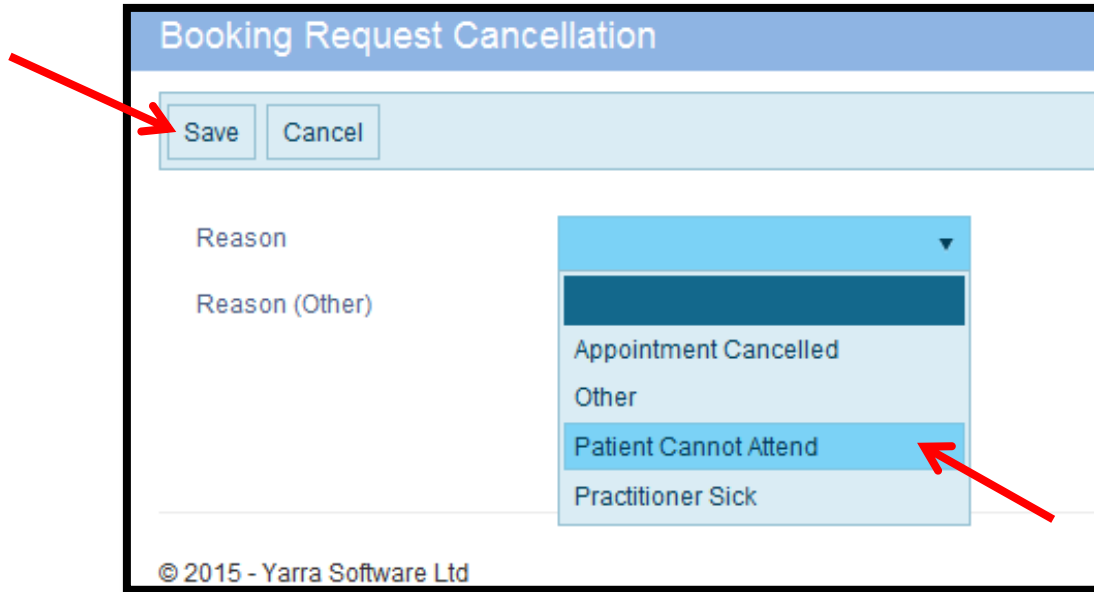
Appointment Status: Tentative

Payment Status: New Payment

Requested By Cancer Centre Booker
Booker at Cancer Centre - Belfast HSC Trust
✉ claire.hamilton@hscni.net

Appointment **With:** Claire Hamilton
On: Wednesday 18-Nov-2015 at 14:00 for 30 minutes
At: Cancer Centre
Belfast City Hospital
51 Lisburn Road
Belfast

How to cancel a “Tentative Booking”



Booking Request Cancellation

Save Cancel

Reason

Reason (Other)

Appointment Cancelled

Other

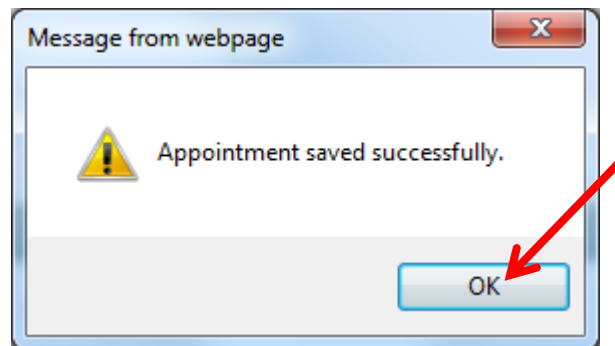
Patient Cannot Attend

Practitioner Sick

© 2015 - Yarra Software Ltd

1. Select a Cancellation Reason (If “other” please enter a reason in the text box)
2. Select Save
3. Select OK
4. The booking will be removed from your Dashboard

No further action required.



How to cancel an 'In Progress' Booking

1. Select the Job you wish to cancel - the full details of the appointment will appear on the main screen
2. Go to 'View Appointment'

The screenshot shows a dashboard interface with a blue header and a light blue sidebar. The main content area displays appointment details for Job ID 269. Red arrows highlight the 'In Progress (2)' category in the sidebar and the 'View Appointment' button in the top navigation bar.

Dashboard

Search

Requests 04:52

Tentative (0)

In Progress (2)

23/12/2015 09:00 (Wed), Emergency Department, Polish, Halina Zerko-Porter, Job ID: 269

30/12/2015 12:00 (Wed), Emergency Department, Polish, Halina Zerko-Porter, Job ID: 270

Booking Request View Appointment

Job ID 269

Received on 16-Dec-2015 at 10:48
Recorded by Hannah Crookes on 16-Dec-2015 at 10:48

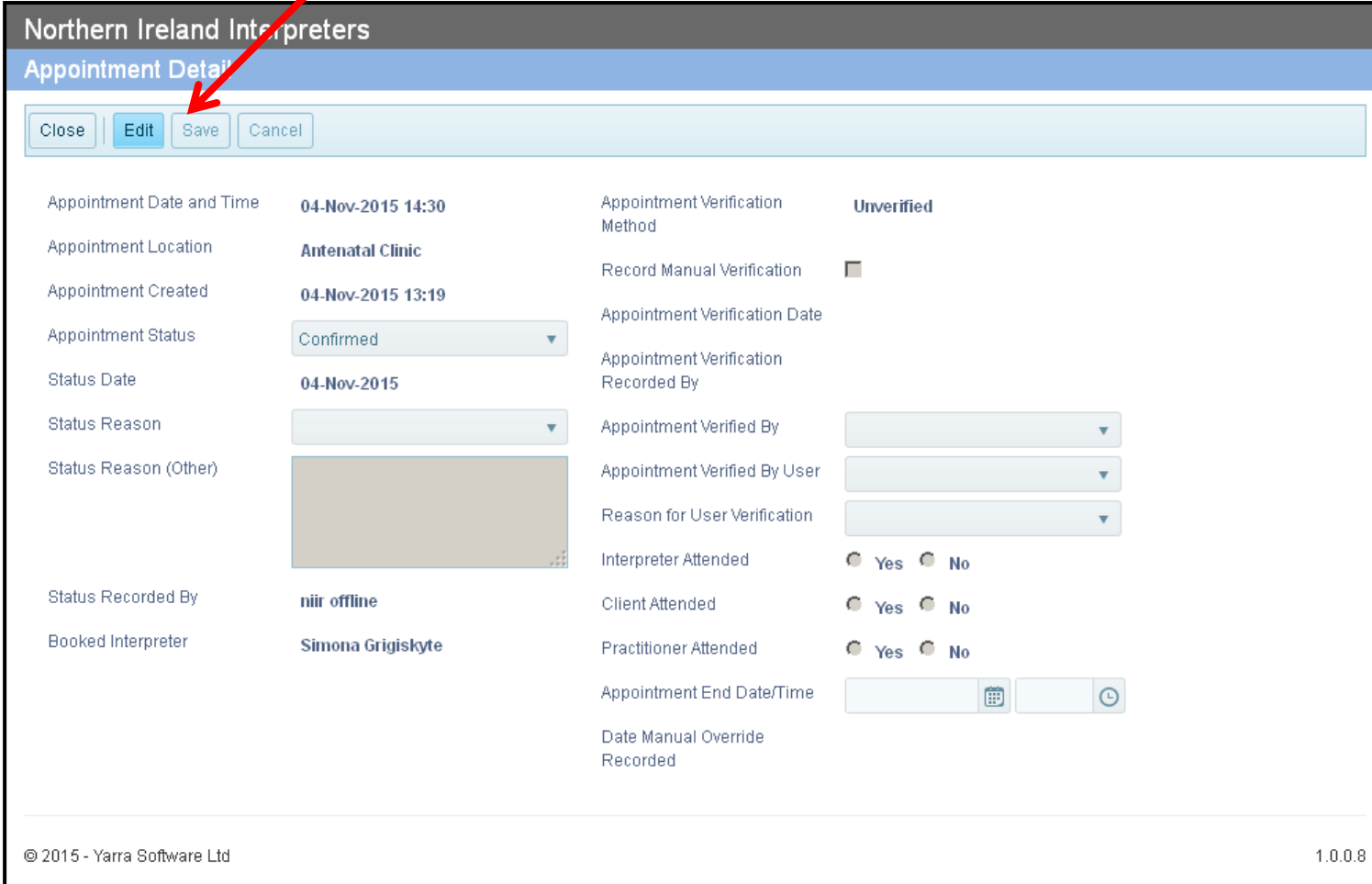
Job Status:
Appointment Status:
Payment Status:

Requested By Hannah Crookes
Receptionist at Emergency Department - Belfast HSC Trust
028 9536 3777
claire.hamilton@hscni.net

Appointment **With:** Claire Hamilton
On: Wednesday 23-Dec-2015 at 09:00 for 1 hours
At: Emergency Department
Belfast City Hospital

How to cancel an 'In Progress' Booking

3. Select **Edit**



Northern Ireland Interpreters
Appointment Details

Close Edit Save Cancel

Appointment Date and Time	04-Nov-2015 14:30	Appointment Verification Method	Unverified
Appointment Location	Antenatal Clinic	Record Manual Verification	<input type="checkbox"/>
Appointment Created	04-Nov-2015 13:19	Appointment Verification Date	
Appointment Status	Confirmed	Appointment Verification Recorded By	
Status Date	04-Nov-2015	Appointment Verified By	
Status Reason		Appointment Verified By User	
Status Reason (Other)		Reason for User Verification	
Status Recorded By	niir offline	Interpreter Attended	<input type="radio"/> Yes <input type="radio"/> No
Booked Interpreter	Simona Grigiskyte	Client Attended	<input type="radio"/> Yes <input type="radio"/> No
		Practitioner Attended	<input type="radio"/> Yes <input type="radio"/> No
		Appointment End Date/Time	<input type="text"/> <input type="calendar"/> <input type="clock"/>
		Date Manual Override Recorded	

© 2015 - Yarra Software Ltd 1.0.0.8

4. Change 'Appointment Status' from 'Confirmed' to 'Cancelled by Practitioner'

5. Select the reason for the cancellation from the 'Status Reason' menu (if "other" then type a reason into Status Reason other)

6. Select Save

Northern Ireland Interpreters
Appointment Detail

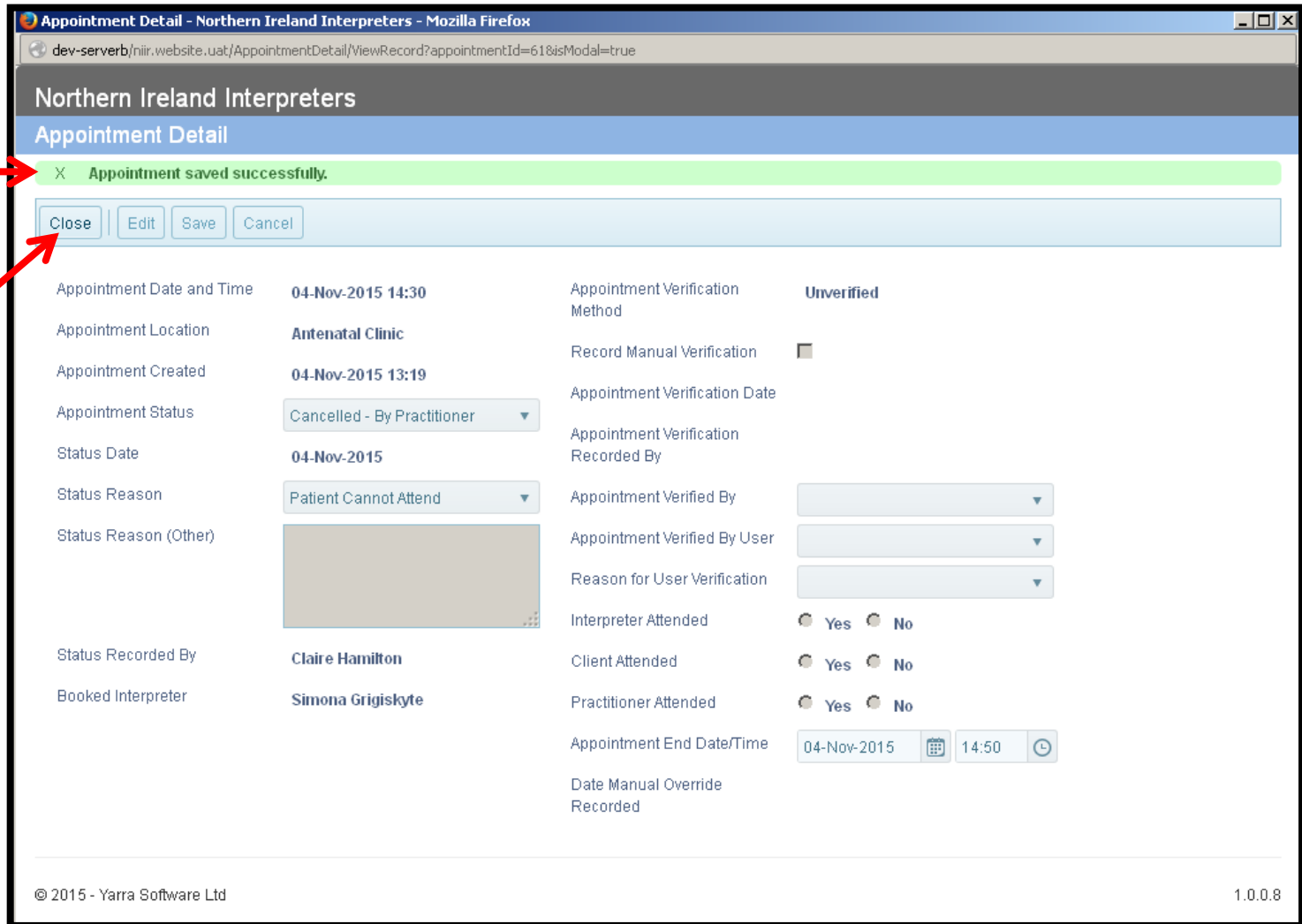
Close Edit **Save** Cancel

Appointment Date and Time	04-Nov-2015 14:30	Appointment Verification Method	Unverified
Appointment Location	Antenatal Clinic	Record Manual Verification	<input type="checkbox"/>
Appointment Created	04-Nov-2015 13:19	Appointment Verification Date	
Appointment Status	Cancelled - By Practitioner	Appointment Verification Recorded By	
Status Date	04-Nov-2015	Appointment Verified By	
Status Reason	Patient Cannot Attend	Appointment Verified By User	
Status Reason (Other)		Reason for User Verification	
Status Recorded By		Interpreter Attended	<input type="radio"/> Yes <input type="radio"/> No
Booked Interpreter	Simona Grigiskyte	Client Attended	<input type="radio"/> Yes <input type="radio"/> No
		Practitioner Attended	<input type="radio"/> Yes <input type="radio"/> No
		Appointment End Date/Time	<input type="text"/> <input type="text"/>
		Date Manual Override Recorded	

© 2015 - Yarra Software Ltd 1.0.0.8

7. Select close

The job has now been cancelled and will clear from your dashboard



Appointment Detail - Northern Ireland Interpreters - Mozilla Firefox

dev-serverb/nair.website.uat/AppointmentDetail/ViewRecord?appointmentId=61&isModal=true

Northern Ireland Interpreters

Appointment Detail

X Appointment saved successfully.

Close Edit Save Cancel

Appointment Date and Time	04-Nov-2015 14:30	Appointment Verification Method	Unverified
Appointment Location	Antenatal Clinic	Record Manual Verification	<input type="checkbox"/>
Appointment Created	04-Nov-2015 13:19	Appointment Verification Date	
Appointment Status	Cancelled - By Practitioner	Appointment Verification Recorded By	
Status Date	04-Nov-2015	Appointment Verified By	
Status Reason	Patient Cannot Attend	Appointment Verified By User	
Status Reason (Other)		Reason for User Verification	
Status Recorded By	Claire Hamilton	Interpreter Attended	<input type="radio"/> Yes <input type="radio"/> No
Booked Interpreter	Simona Grigiskyte	Client Attended	<input type="radio"/> Yes <input type="radio"/> No
		Practitioner Attended	<input type="radio"/> Yes <input type="radio"/> No
		Appointment End Date/Time	04-Nov-2015 14:50
		Date Manual Override Recorded	

© 2015 - Yarra Software Ltd 1.0.0.8