ADHB Interpreter Service Online Booking System

A Guide for: Interpreters
PREFACE

ADHB Copyright Information

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Document Methodology

This document is split into logical sections, to help separate each major area in the system.

- Each topic/section will contain the following areas where relevant:
  - Overview of the topic/section
  - Description of the main Window/Screen/Tab
  - Description of icons and fields
  - Step by Step instructions

- Throughout this document symbols will be used to highlight specific information as shown below:
  
  - **Note:** This indicates that there is extra information which is not part of the procedure but relates to it in some way.
  - **Tip:** This is usually shortcuts and/or special helpful hints to make using the system easier.
  - **Business Rule:** These are ADHB business rules, which MUST be adhered to as they generally relate to the standards of information we must supply to the (Ministry of Health) MoH.
  - **ADHB Best Practice:** This is the ADHB suggested best way around the process and how the system is to be used in the “Role”
  - **Written Exercise:** Indicates this is a written exercise.
  - **Activity:** Indicates this is a computer related exercise.

Document Status

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<th>Date</th>
<th>Updated By</th>
<th>Comment</th>
<th>Reviewed By</th>
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Learning Outcomes

This document aims to provide guidance in the use of the Interpreter Service Online booking system, to navigate the site and view the information.

The URL to access to Interpreter Services is: https://www.interpreters.adhb.govt.nz

The manual covers the following:

- Introduction to Healthcare Interpreting
- Logon to the Online booking system
- Search for jobs assigned
- View Transactions
- Update details (including password and secret question/answer)
Introduction to Healthcare Interpreting

Interpreting has been defined as ‘the transmission of speech from one language to another’ (ADHB, 2002) or the conversion of ‘a message uttered in a source language into an equivalent message in the target language, so that the intended recipient of the message responds to it as if he or she has heard it in the original’ (MMIA, 1995). A professional interpreter is one who has been ‘specifically trained and accredited, and is employed by a recognised professional health interpreting service’ (ADHB, 2002).

The role of the interpreter is:

To facilitate communication between parties who do not have a language in common, or have limited ability to communicate in or understand the common language.

(ADHB, 2002)

Principles of Healthcare Interpreting

The key factors for interpreting are:

- Informed consent
- Communication
- Confidentiality
- Ensuring best patient outcome (ADHB Board Policy, 2002)

Informed consent is defined as ‘the process whereby someone who has the capacity/competence to consent, having been given sufficient information, arrives at a reasoned decision as to whether or not to agree to a proposed therapy or procedure’ (ADHB Informed Consent Policy, 2003, p.1). Obviously, ‘sufficient information’ cannot be given if the clinician and client cannot communicate; so ADHB policy follows the requirements of the Health and Disability Commission that,

1. Information should be given in a language, style and form that the patient can easily understand.

2. Where necessary and reasonably practicable, it should be translated into the patient’s own language by a competent interpreter. (ADHB Informed Consent Policy, 2003, p.3)
Log in to the Interpreter Services Online booking system

ADHB Interpreters with an email address will automatically be granted login to the Interpreter Service Online booking system.

Once your web access has been granted you will receive an email confirming your access (see example below)

```
This is an automated message, please do not reply to this address.

Dear Minnie Mouse,

Your web user account has been created.

Username: someone@test.com
Temporary Password: 123456

(please note this password is also your current 'secret question' answer; for security reasons we encourage you to update this to your own question when you first login)

Please log into https://www.interpreters.adhb.gov.nz to access your account.

Have a nice day,
Kind Regards,
ADHB Interpreter Service
```
Logon

You will receive your temporary password from the ADHB Interpreter Service. You can log into the ADHB Interpreter Service online booking system using this password. We recommend you update your access with a new password as soon as possible after logging in. Go to Manage Your Account (included in this manual) for instruction to do this.

1. Access your web browser (e.g. Internet Explorer, Firefox etc.)

2. Type the following web address in the address bar:
   
   https://www.interpreters.adhb.govt.nz

   OR

   Click on the link in the email you received

The web address will load the ADHB Interpreter Services Webpage as follows:

3. Click on [Sign In] to display the following screen

4. Type in your email address

5. Enter your temporary password

6. Click on [Login]
Once you are logged in to ADHB Interpreter Service webpage, it will display as follows:

If you are unable to login, please contact ADHB Interpreter Service via the contact numbers available under the Contact us link. Also refer to Contact us page in this manual.
**ADHB Interpreting Services Web Page**

The ADHB Interpreting Services Online booking system provides you with access to various links via the navigation bar on the left and the main links for the website at the top of the page.

The Logout button is located at the top right hand side of the webpage.

**ADHB Interpreting Service**

ADHB Interpreting Service provides two important links:

- Search Bookings
- Search Transactions
Search Bookings

The Search booking link allows you to search for jobs allocated to you. You are able to search by organisation and also, filter your search by other field criteria you enter.

To search bookings follow the steps below:

1. Ensure you are logged in to the ADHB Interpreter Services Online Booking System
2. Click Search Bookings and the following screen displays
3. Click in the **Organisation** field and select an option.
4. Click **next to Appointment Date From** and the following screen displays
5. Click on the date you want to search from
6. Similarly, select a date for **Appointment Date To**
7. Click **Search** and the following screen displays
View the Booking

As the list of current bookings displays you can view the details of each booking by selecting the view option.

1. Click **View** to display the following screen

```
Review the Booking

Booking ID: 136
Status: Confirmed

BOOKING

Organization: ACHB
Service/Department: 60334 - MTS Training
Service Type & Description: APC+SINT - provides an interpreter to confirm, cancel and reschedule appointments with NES clients over the phone. This helps to support face to face communication process between NES client and GP staff at the specified clinic/location

INTERPRETER PREFERENCE DETAILS

Language: Amharic (Ethiopian dialect)
Preferred Gender: Male
Interpreter Medical Related: Yes

CLIENT/PATIENT DETAILS

Client/Patient NH Number: H000690
Client/Patient First Name: Mickey
Client/Patient Last Name: Mouse
Client/Patient Primary Phone: 7654321
Client/Patient Mobile Phone: 02178905466
Client/Patient Gender: Male

APPOINTMENT DETAILS

Booking Start Date Time: 03/07/2010 09:00
Appointment Duration: 1 Hour
Appointment Location: L4, Bldg.56,CC
Interpreter Report To on Arrival: Reception
Client/Patient Report To on Arrival: Reception
Sending additional information by this: No
Preferred Notification Method: Email
Interpreter Name: John Smith

ADDITIONAL

Booking Issued On: 01/07/2010 09:23 a.m.
Interpreter Assigned: Marion Mouse
Job Type: APC+SINT
Job Number: 1001198305
```

Click to View Details of the job

Job Number: 1001198305
Appointment Date/Time: 18/06/2010 09:00:00
Service Type: SINT
Interpreter: Annet Shams
Language: Ethiopian
Status: Confirmed
2. Click **Print** if you want to print details for the job.

| Booking ID is different from Job Number. Job Number is located under Additional Information. |

**Search Transactions**

Search Transactions allows you to view jobs that have been processed by the ADHB Interpreter Service for payment.

1. Ensure you are logged in to the ADHB Interpreter Services Online Booking System

2. Click **Search Transactions** to display the following screen

   Search Transactions

   Organisation: All
   Department: All
   Job Number: 
   Invoice Reference: 
   Appointment Date From: 
   To: 
   Interpreter: Ava (Luma'ava) Inu
   Language: All

   Search

3. Enter a search criterion that best fits with the information you are searching for.

4. Click **Search**

   This will display the list of jobs according to your search criteria (In the example below, ‘All’ has been selected for Organisation and Department and Invoice Reference has been entered)

   ![Search Transactions Table]

   Results: 1 - 3 of 3

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Department</th>
<th>Booking ID</th>
<th>Service</th>
<th>Language</th>
<th>Invoice Reference</th>
<th>Job Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADHB</td>
<td>Ward 77</td>
<td></td>
<td></td>
<td>Samcan</td>
<td>12435</td>
<td>7853</td>
</tr>
<tr>
<td>ADHB</td>
<td>Ward EC Day Stay</td>
<td></td>
<td></td>
<td>Samcan</td>
<td>12435</td>
<td>6007</td>
</tr>
<tr>
<td>ADHB</td>
<td>Surgery</td>
<td></td>
<td></td>
<td>Samcan</td>
<td>12435</td>
<td>21226</td>
</tr>
</tbody>
</table>

5. Click on the page number to view full details
6. Click on any **Invoice reference** number and the following is displayed

**Transaction Detail**

<table>
<thead>
<tr>
<th>Organisation:</th>
<th>ADHB</th>
<th>Job Type:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service/Department:</td>
<td>Adult Emergency Dept</td>
<td>Appointment Date:</td>
<td>Monday, 31 December 2001</td>
</tr>
<tr>
<td>Cost Code:</td>
<td>01155</td>
<td>Language:</td>
<td>Samoan</td>
</tr>
<tr>
<td>Patient Name:</td>
<td>Tavei Vaiauma</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
<th>Unit</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>SINT 1st Hour</td>
<td>$30.00</td>
<td>1.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>Call Out</td>
<td>$20.70</td>
<td>1.00</td>
<td>$20.00</td>
</tr>
<tr>
<td><strong>Total(excl GST):</strong></td>
<td></td>
<td></td>
<td><strong>$50.00</strong></td>
</tr>
</tbody>
</table>

**Transaction Total(excl GST):** $100.00

**OR**

Click on any **Job Number** to display the following screen

**Transaction Detail**

<table>
<thead>
<tr>
<th>Organisation:</th>
<th>ADHB</th>
<th>Job Type:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service/Department:</td>
<td>Ward 88 C01087</td>
<td>Appointment Date:</td>
<td>Friday, 4 January 2002</td>
</tr>
<tr>
<td>Cost Code:</td>
<td>01084</td>
<td>Language:</td>
<td>Samoan</td>
</tr>
<tr>
<td>Patient Name:</td>
<td>Josua Ataimo</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
<th>Unit</th>
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<td>1.00</td>
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</tr>
<tr>
<td><strong>Total(excl GST):</strong></td>
<td></td>
<td></td>
<td><strong>$50.00</strong></td>
</tr>
</tbody>
</table>

**Transaction Total(excl GST):** $100.00

Click on any underlined heading to sort the list in ascending/descending order.

If you want to Print the Transaction detail, click the Print link.
Interpreters

As an interpreter, use this section to submit a change request via your profile

Update your user profile

1. Ensure you are logged in to the ADHB Interpreter Services Online Booking System

2. Click to display the following:

   ![Interpreter Account Profile]

3. Type the changes you want to make to your profile in the text box provided

4. Click Submit

   The details in this page cannot be edited by you as an Interpreter. You need to submit details of the change you want made via the text box provided.
Manage Account

Manage Account allows you to change your password, change secret question & answer and submit any enquiries to ADHB Interpreter Service.

Change Password

1. Ensure you are logged in to the ADHB Interpreter Services Online Booking System
2. Click Change Password to display the following:

   Change Password

   Old Password *
   New Password *
   Confirm New Password *

3. Enter old password in the field
4. Enter new password in the new password field
5. Repeat new password in the Confirm New Password field
6. Click Change Password

Change secret question and answer

If you would like to change your secret question and answer do the following:
1. Ensure you are logged in to the ADHB Interpreter Services Online Booking System
2. Click Change secret question and answer

   Change Secret Question

   For security reasons, we do not display your answer to your secret question here. If you wish to update your answer, please enter the new answer below (or both the question and the answer if you wish to set up a new pair).

   Secret Question: *
   Secret Question Answer: *

3. Enter the Secret Question
4. Enter Question Answer
5. Enter your password
6. Click Update

You will be prompted with your secret question and answer will be asked if you forget your password. This is to ensure that the person asking access to the online booking system is an authorised person. Please choose a question and answer that is easy to remember and do not share with anyone.
Submit a change request

This can be used when you would like to communicate any other changes to ADHB Interpreter Service.

1. Ensure you are logged in to the ADHB Interpreter Services Online Booking System

2. Click Submit a change request to display the following:

   ![Submit a Change Request](image)

3. Enter the changes you require in the text provided.

4. Click Submit
Other Links Available in the Online Booking System

**ADHB Interpreter Service Operations Manual**
Use this link to download a copy of the operations manual for ADHB Interpreter Services.

**Primary Health Interpreting Pilot**
Use this for information about the Primary Health Interpreting Pilot project for the Auckland Regional Settlement Strategy.

**Home**
Use this to navigate to the main page of the Interpreter Services webpage.

**Interpreting Services**
Use this for information to differentiate how a trained and untrained interpreter can be recognised. This page outlines the qualities for a trained Interpreter and the risks for an untrained interpreter.

**About Us**
Use this for information about the services provided by the ADHB Interpreter Services.

**Contact Us**
Use this for contact information for bookings and enquiries.

**Help**
This link displays what help is available in there for you.

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All the links available under homepage in the golden bar, menu’s and the links at the bottom of the page are accessible by the Interpreters. Any other links in the page while viewing may not be accessible by an interpreter.
Logout

For security reasons, please make sure you logout once finished using the ADHB Interpreter Service online booking system, as shown below:

1. Click [Logout] and this will log you out from the online booking system.
Appendix

ADHB Interpreter’s Code of Ethics

Accuracy
The interpreter shall, to the best of his/her ability, interpret faithfully and accurately between the parties, not omitting any information provided by either party, nor adding anything which parties did not say.

Confidentiality
All information gained by the interpreter in the course of duty shall remain strictly confidential. This information shall not be communicated, published or in any way divulged to any person or organisation, other than the person or organisation engaging the services of the interpreter or under statutory obligations.

Impartiality
The interpreter shall observe impartiality and neutrality in all situations. They shall not allow personal preferences, religious/political opinions or national enmity to interfere with his/her duties, nor add unsolicited comments or make recommendations except to assist communications. Interpreters shall not accept any present, gift, benefit or offer that may influence them.

Conflict of Interest
The interpreter shall declare if he/she has had any personal interest or prior involvement with the particular client or assignment. The parties involved may decide whether or not the interpreter should be excused from the assignment.

Professional Courtesy
The interpreter shall, in an appropriate and tactful manner, bring to the attention of the professional issues pertaining to culture, creed and language that may arise in the course of the interview/session.

Declining Work
The interpreter shall decline work if he/she believes it to be beyond his/her technical knowledge, linguistic ability or language for which he/she is accredited or employed, or on ethical or personal grounds. If unfit to work – e.g. if sick – the job must be declined. The interpreter shall manage his/her workloads appropriately and decline any assignment if unable to meet the timeframes set out in the assignment.

Contractual Obligations
The interpreter shall do his/her utmost to maintain full confidence in the integrity and dignity of his/her profession. The interpreter shall observe at all times the obligations arising from his/her contract with ADHB. The interpreter shall ensure that when he/she commits to undertake an assignment, that he/she allows sufficient time to attend to and complete that assignment. Failure to attend agreed assignments through scheduling issues on the part of the interpreter shall not be acceptable. Subcontracting work to others is a serious breach of contract.
**Professional Development**

The interpreter shall seek to enhance his/her skills and knowledge within the profession, and participate in training courses as agreed between the service and the interpreter.

**Standard of Conduct**

The interpreter shall turn up prior to the appointment to allow for discussion with either the professional or the client. He/she must be dressed to a high standard as required of a professional service. The interpreter shall comply with the lawful requirements and procedures of ADHB. All interpreters must wear ID badges at all times on ADHB sites.
Contact Information

ADHB Interpreter Services
Contact details are available on the following link:
https://interpreters.adhb.govt.nz>ContactUs.aspx

IMTS Training
For further training, support and/or help, please contact:

  Extension:  26464
  Email:  imtstraining@adhb.govt.nz
  Working Hours:  0800 – 1700 hours, Monday to Friday