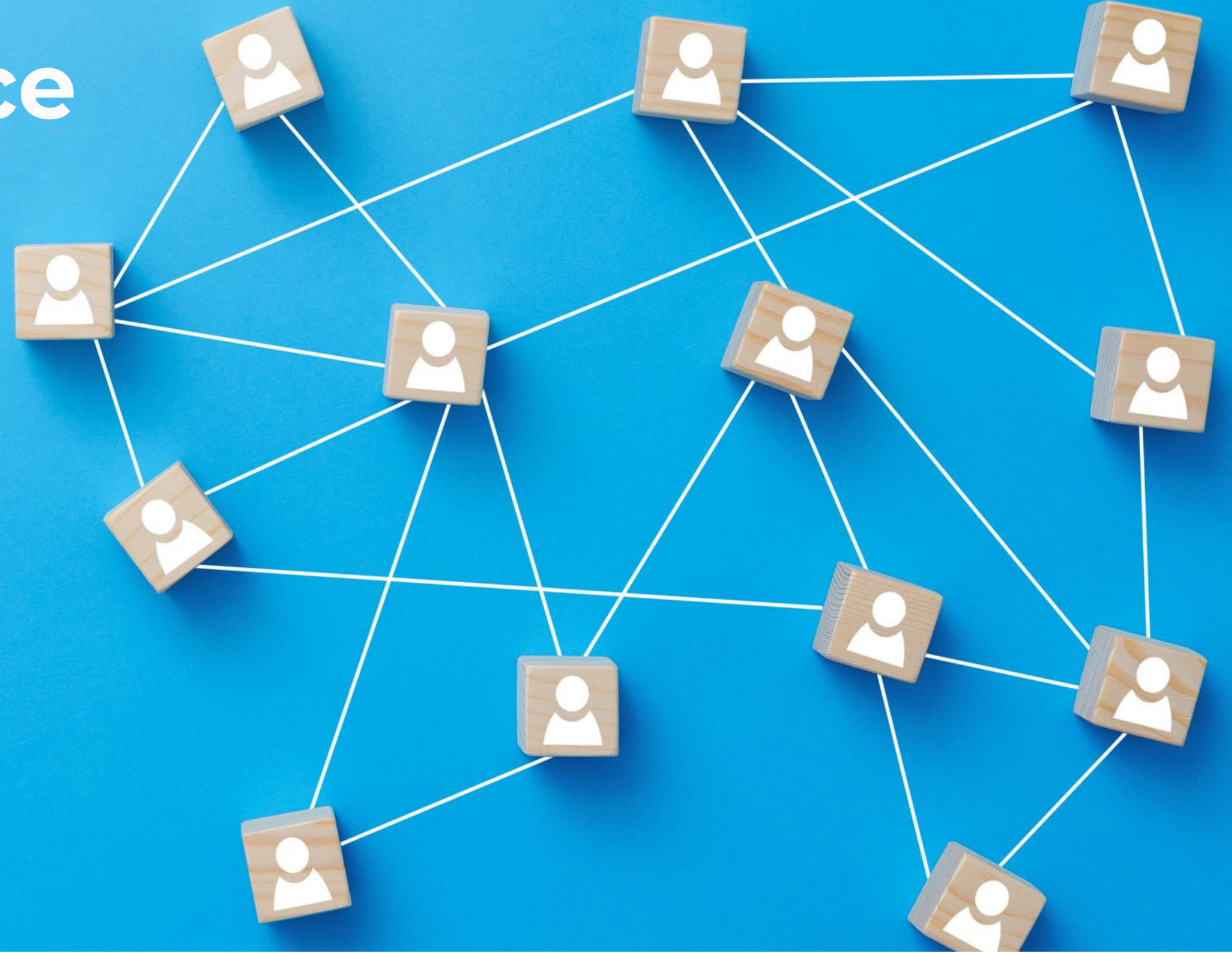


BSO Interpreting Service

How to update the
appointment end time on
the booking system – no
barcode/QR code (including video
calls)



Log into the Interpreter Booking System

- Go to your HSC Trust/GP/Dental/Optomety Intranet page or Portal
- Click on the Interpreting Service Link

Enter username (email address)

Enter Password

Login

Username eoin.stewart@hscni.net

Password

[Forgotten password?](#)



Login

Dashboard

Dashboard

SEARCH

REQUESTS 04:52

- ▼ **Tentative (1)** 
- Fri 11-Oct-2024 10:00, Polish, 205 - Kasia Rogowiec, Job ID: 1561169
- ▼ **In-Progress (2)** 
- Fri 11-Oct-2024 14:00, Polish, 38 - Halina Thomas, Job ID: 1561170
- Thu 24-Oct-2024 13:00, Polish, 38 - Halina Thomas, Job ID: 1561197**

Locate the booking you wish to update the end time for



Booking Request | View Appointment

Job ID 1561197

Received on 24-Oct-2024 at 13:16
Recorded by Eoin Stewart on 24-Oct-2024 at 13:16

Requested By Eoin Stewart
Admin Assistant at Dr Carson's Practice - South Eastern HSC Trust
📞 028 9536 3804
✉ eoin.stewart@hscni.net

Appointment **Type:** Virtual
URL: Not specified
On: Thu 24-Oct-2024 at 13:00 for 1 Hr
At: Virtual [MS Teams]

Client Details Stefan Dabrowski
05-Dec-2023

Preferences Contact Allowed
Consent Unknown
Preferred Interpreter - 38 - Halina Thomas

Languages Polish

Interpreter 38 - Halina Thomas

← Select View Appointment

View Appointment

Appointment

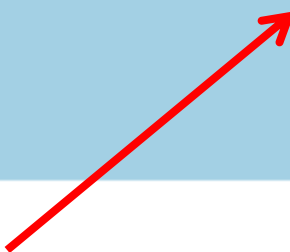
[Close](#) [Edit](#) [Cancelled By Practitioner](#)

APPOINTMENT DETAILS ▲

Appointment Date/Time	24-Oct-2024 13:00	Status Reason	
Appointment At	<input type="text" value="Virtual [MS Teams]"/>	Status Reason (Other)	<input type="text"/>
Appointment Created	24-Oct-2024 13:17	Status Recorded By	Claire Hamilton
Appointment Status	Confirmed	Status Date/Time	24-Oct-2024 13:18
		Booked Interpreter	Halina Thomas

APPOINTMENT VERIFICATION ▼

PAYMENT OVERRIDE ▼



Click the downward arrow to expand the APPOINTMENT VERIFICATION Section

Appointment Verification

Select Edit

Appointment

Close Edit Cancelled By Practitioner

APPOINTMENT VERIFICATION

Appointment Verification Unverified

Method

Record Manual Verification

Appointment Verification

Date

Appointment Verification

Recorded By

Appointment Verified By

Appointment Verified By

User

Reason for User Verification

Interpreter Attended Yes No

Client Attended Yes No

Practitioner Attended Yes No

Appointment Start

Date/Time

Appointment End Date/Time

Date Manual Override

Recorded

Manual Override Recorded

By

Appointment Verification – Video Calls

Appointment

Save

APPOINTMENT VERIFICATION

Appointment Verification Method	Manual	Interpreter Attended	<input checked="" type="radio"/> Yes <input type="radio"/> No
Record Manual Verification	<input checked="" type="checkbox"/>	Client Attended	<input checked="" type="radio"/> Yes <input type="radio"/> No
Appointment Verification Date	24-Oct-2024 13:25	Practitioner Attended	<input checked="" type="radio"/> Yes <input type="radio"/> No
Appointment Verification Recorded By	Eoin Stewart	Appointment Start Date/Time	24-Oct-2024 13:00
Appointment Verified By	Practitioner	Appointment End Date/Time	24-Oct-2024 14:00
Appointment Verified By User	Eoin Stewart	Date Manual Override Recorded	
Reason for User Verification	Video/Telephone Booking	Manual Override Recorded By	

1. Tick **Record Manual Verification**
2. Choose **Reason for User Verification**
3. **Select Yes** to Interpreter attended, Client attended & Practitioner attended
4. Input the end time the time appointment finished - *there is no requirement to amend the start time UNLESS the Interpreter arrived late*
5. Select **Save**


Appointment Verification – Face to Face Booking

Appointment

Save 

APPOINTMENT VERIFICATION

Appointment Verification Method Manual

Record Manual Verification 

Appointment Verification Date 24-Oct-2024 13:35

Appointment Verification Recorded By Eoin Stewart

Appointment Verified By

Practitioner

Appointment Verified By User

Eoin Stewart

Reason for User Verification

Barcode Not Available

Interpreter Attended Yes No 

Client Attended Yes No 

Practitioner Attended Yes No 

Appointment Start Date/Time 24-Oct-2024 12:45

Appointment End Date/Time 24-Oct-2024 13:35 

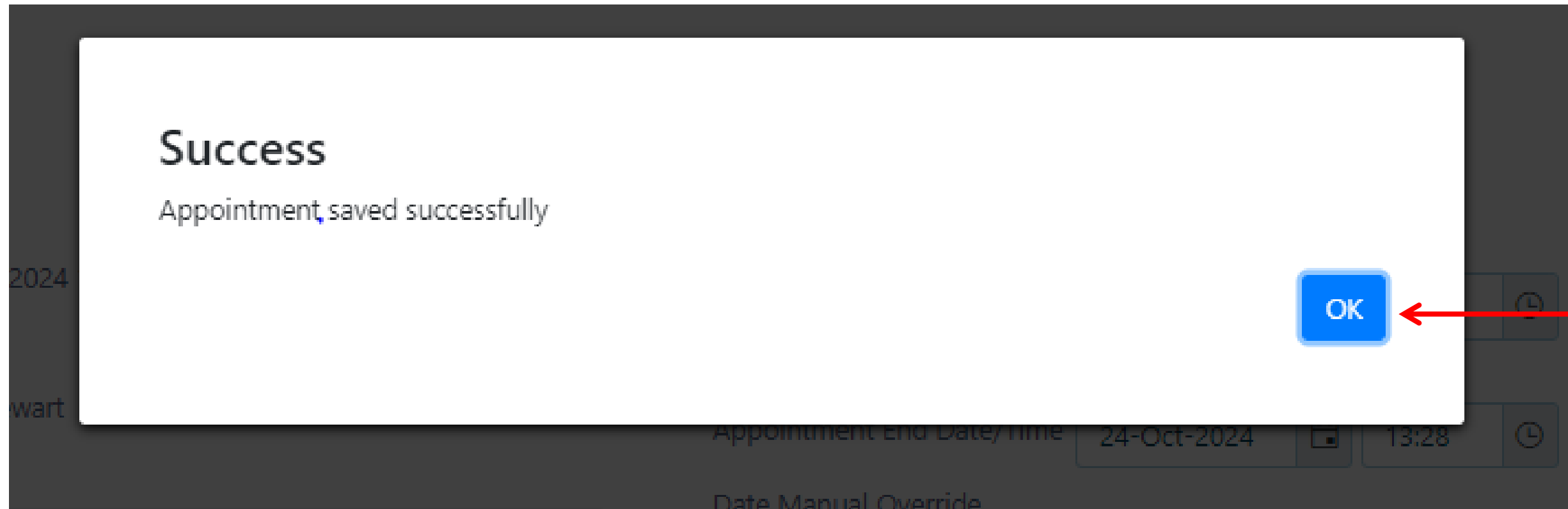
Date Manual Override Recorded

Manual Override Recorded By



1. Tick **Record Manual Verification**
2. Choose **Reason for User Verification**
3. **Select Yes** to Interpreter attended, Client attended & Practitioner attended
4. Input the end time the time appointment finished - *there is no requirement to amend the start time UNLESS the Interpreter arrived late*
5. Select **Save**

Appointment Verification – End Time Updated



Job ID 1561197

Received on 24-Oct-2024 at 13:16

Recorded by Eoin Stewart on 24-Oct-2024 at 13:16

Requested By

Eoin Stewart

Admin Assistant at Dr Carson's Practice - South
Eastern HSC Trust

📞 028 9536 3804

✉️ eoin.stewart@hscni.net

Job Status:

Closed - Job Complete

Appointment Status:

Confirmed

Payment Status:

Payment Approved

Payment Status on Dashboard will update to 'Payment Approved'



Contact Details

- ✉ Email us: interpreting@hscni.net
- ℹ Tel: 8am to 5PM Monday To Friday: 028 9536 3777
Tel: Out of Hours 028 9615 8200