



# **Appendix 6**

Context Interpreting  
Client Interface

### Booking interpreters with Context

To be set up, we need your:

- name
- department / ward
- email
- telephone number

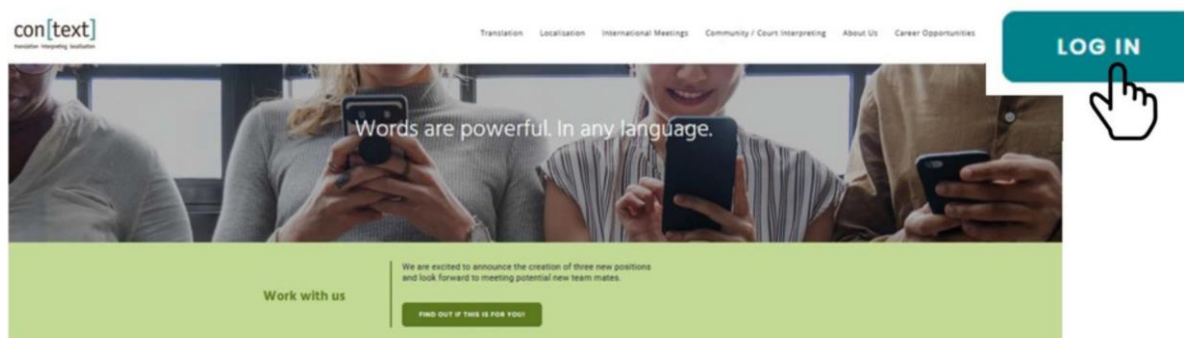


Send the details onto a person nominated within your hospital to add new users



We email you back with:

- username
- password
- go to: [www.context.ie](http://www.context.ie)



Services

**con[text]**  
translation interpreting localisation



Username

Password

**SIGN IN**

[I have forgotten my password](#)

You must have cookies enabled on your browser to sign in.  
Enable JavaScript on your browser for all features of the website to be available.

This Context website uses cookies. By signing into this website, you agree to our use of cookies.

## Appendix 6 - Context Interpreting Client Interface

### con[te]xt client dashboard

translation interpreting localisation



Home | **Book an Interpreter** | Sign Attendance Forms | Translation Request | Active Projects | Search Jobs | Reports | My Details

#### Bookings To Be Processed (1)

ID	Description	Location	Contact	Language	Date	Time	Requested By	Method	Order Form	Cancel
120423	12Apr23, 11:30, Maja K., LT	CarePoint Health Services, 1st Floor	John Kelly	Lithuanian	12 Apr 2023	11:30 - 12:30	Emily Murphy	Face-to-face		Cancel

#### Active Interpreting Assignments (171)

Code	Description	Location	Contact	Language	Date	Time	Method	Status	Interpreter
23110412	11Apr12, 09:30, Alaa H., AR	CarePoint Health Services, Fracture Clinic	Mary Kelly	Arabic	11 Apr 2023	09:30 - 10:30	Telephone	Confirmed	Ms. Dur
23110413	11Apr23, 10:00, Natalia M., PL	CarePoint Health Services, Dermatology	John Kelly	Polish	11 Apr 2023	10:00 - 11:00	Face-to-face	Confirmed	Ms. Dia
23110414	11Apr23, 10:15, Siuyin L., ZM	CarePoint Health Services, OPD	Sean Murphy	Mandarin	11 Apr 2023	10:15 - 11:15	Face-to-face	Confirmed	Ms. M
23110414	11Apr23, 14:00, Cristiano R., PT	CarePoint Health Services, Fracture Clinic	John O'Shea	Portuguese	11 Apr 2023	14:00 - 16:00	Face-to-face	In preparation	
23110415	11Apr23, 16:00, Mykola B., UK	CarePoint Health Services, OPD Surgical 1	Emily Murphy	Ukrainian	11 Apr 2023	16:00 - 17:00	Telephone	In preparation	

### Book an Interpreter

Specify location, e.g. hospital ward / department, clinic

Please enter your booking details and click on the **Next >** button to proceed to the confirmation page. \* must be filled in.

I need an interpreter that speaks  at  on    for  hour(s)

The name of the non-English speaker you would like to communicate with is  \*  
(Please provide the PID/MRN if relevant)

I need the interpreting to be done

Helpful Info for Interpreter

I need the interpreter at the following location

The Eircode of where the interpreter is needed is  \*

The contact for the interpreting session is  \*

### Book an Interpreter

Put any helpful information on the session

The purchase order number for the booking is

The cost center number for the booking is

My notes/comments

NEXT >



### Review the details before submitting

Please check the details below before you make the booking.

I need an interpreter that speaks	Polish
I need the interpreter	at 5:30pm on Tuesday 31 January, 2023
I will need the interpreter for approximately	1 hour(s)
The name of the person requiring an interpreter is	Interpretee Name
The contact for the interpreting session is	Emily Murphy
I need the interpreting to be done	face-to-face

If your details are correct click on **MAKE THE BOOKING**, otherwise click on **BACK** to make changes.

< BACK

MAKE THE BOOKING

Sign order form (telephone or video interpreting)

Telephone Interpreting Order Form

Reference: CDBID-110267

Interpretee	Interpretee Name
Client	CarePoint Health Services
Contact	Emily Murphy

Call Due Start Time 1:00pm

*The interpreter will be available to take the call for up to 60 minutes from 1:00pm.  
If you need to change the wait time, please specify how long they should wait for the call.*

Call Due Date	Monday 11 September 2023
Language	Polish

Please click on sign now to confirm the order.  
The name and phone number of the interpreter will be sent to you on receipt of the signed order form.

CLOSE

SIGN NOW



If telephone or video session, sign Order Form online

**con[text] client dashboard**

translation interpreting localisation

Home | Book an Interpreter | Translation Request | Active Projects | Search Jobs | Reports | My Details

**Telephone Interpreting Order Form (Signed)**  
Reference: 23154647-00531455

Project: 23154647 - 11Apr23, 11:15, H001234567, 50  
Client: CarePoint Health Services  
Contact: Emily Murphy

Call Due Start Time: 11:15  
*The interpreter will be available to take the call for up to 60 minutes from 11:15.*  
Call Due Date: 11 April 2023  
Language: Somali

Signed: Emily Murphy  
Date: 7 April 2023

**Order Form** **Cancel**  
★ **Sign** **Cancel**

Please click on sign now to complete the form. The name and phone number must be entered.  
**CLOSE** **SIGN**

Context interpreters work to a strict Code of Ethics and Practice Guidelines. They facilitate communication between practitioner and client. They interpret everything that is being said and hold all information imparted in confidence. They remain uninvolved and are not available to provide additional services outside the interpreted session or beyond the service of interpreting.  
Please contact Context directly if you have any queries or concerns.

Sign interpreters' digital attendance record on the interpreter's mobile device

**con[text] Certificate of Attendance for Interpreter**

translation interpreting localisation

Sign out Anna Nowak

Project: 23152680 - 30Mar23, 09:00, Marcin Ponicki, PL  
Due: 09:00 on Thursday 30th March 2023  
Client/Department: Infectious Diseases Clinic  
Location: Infectious Diseases Clinic  
Contact: Emily Murphy

Interpreter: Anna Nowak  
Language Required: Polish

Assignment Date: Thursday 30th March 2023  
Interpreter Arrived: 09:00  
Interpreter Finished: 10:30

I confirm that the interpreting session details above are correct.  
Signature/Name: Emily Murphy

Please check the start and end times before signing for the attendance. Thank you.

**< BACK** **SIGN ATTENDANCE**

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translation interpreting localisation

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Project: 23152680 - 30Mar23, 09:00, Marcin Ponicki, PL  
Due: 09:00 on Thursday 30th March 2023  
Client/Department: Infectious Diseases Clinic  
Location: Infectious Diseases Clinic  
Contact: Emily Murphy

Interpreter: Anna Nowak  
Language Required: Polish

Assignment Date: Thursday 30th March 2023  
Interpreter Arrived: 09:00  
Interpreter Finished: 10:30

I confirm that the interpreting session details above are correct.  
Signature/Name: Emily Murphy

Please check the start and end times before signing for the attendance. Thank you.

**< CHANGE DETAILS** **CONFIRM ATTENDANCE**

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translation interpreting localisation

Sign out Anna Nowak

Project: 23152680 - 30Mar23, 09:00, Marcin Ponicki, PL  
Due: 09:00 on Thursday 30th March 2023  
Client/Department: Infectious Diseases Clinic  
Location: Infectious Diseases Clinic  
Contact: Emily Murphy

Interpreter: Anna Nowak  
Language Required: Polish

Assignment Date: Thursday 30th March 2023  
Interpreter Arrived: 09:00  
Interpreter Finished: 10:30

I confirm that the interpreting session details above are correct.  
Signature/Name: Emily Murphy

**< BACK**

Context interpreters work to a strict Code of Ethics and Practice Guidelines. They facilitate communication between practitioner and client. They interpret everything that is being said and hold all information imparted in confidence. They remain uninvolved and are not available to provide additional services outside the interpreted session or beyond the service of interpreting. Please contact Context directly if you have any queries or concerns.

2023-03-30 10:49:01.806099+01 anna\_nowak (192.168.1.121)



### Sign interpreters' digital attendance record on the Client Dashboard

**con[text] client dashboard**  
translation interpreting localisation

Home | Book an Interpreter | Sign Attendance Forms | Translation Request | Active Projects | Search Jobs | Reports | My Details

#### Certificate of Attendance for Interpreter

Project	23154315 - 07Apr23, 07:30, H00123456, FR
Due	07:30 on Friday 7th April 2023
Client/Department	CarePoint Health Services
Location	Infectious Diseases Clinic
Contact	Emily Murphy
Interpreter	Anna Nowak
Language Required	French

The interpreting session started at 07:30 and ended at 09:00 on Friday 7th April 2023.  
I, **Emily Murphy**, confirm that the interpreting session details above are correct.

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Context interpreters work to a strict Code of Ethics and Practice Guidelines. They facilitate communication between practitioner and client. They interpret everything that is being said and hold all information imparted in confidence. They remain uninvolved and are not available to provide additional services outside the interpreted session or beyond the service of interpreting. Please contact Context directly if you have any queries or concerns.

**NSAI** **LICS**  
Language Industry Certification System

Sign out **Emily Murphy**.

ports | My Details

Contact	Interpreter	<a href="#">SIGN ONLINE &gt;</a>
ology John Kelly	Diana B.	

con[text]

### Other features of the Dashboard

### checking booking status

**NSAI** **LICS**  
Language Industry Certification System

Sign out **Emily Murphy**.

ts | Search Jobs | Reports | My Details

Page	Date	Time	Requested By	Method	Order Form	Cancel
nian	12 Apr 2023	11:30 - 12:30	Emily Murphy	Face-to-face		Cancel

### Bookings To Be Processed

act	Language	Date	Time	Method	Status	Interpreter	Telephone	Order Form	Cancel
Kelly	Arabic	11 Apr 2023	09:30 - 10:30	Telephone	Confirmed	Ms. Dunya F.	091 790 514	View	Cancel
Kelly	Polish	11 Apr 2023	10:00 - 11:00	Face-to-face	Confirmed	Ms. Diana B.		--	Cancel
Murphy	Mandarin	11 Apr 2023	10:15 - 11:15	Face-to-face	Confirmed	Ms. Mei Z.		--	Cancel
O'Shea	Portuguese	11 Apr 2023	14:00 - 16:00	Face-to-face	In preparation			--	Cancel
Murphy	Ukrainian	11 Apr 2023	16:00 - 17:00	Telephone	In preparation			★ Sign	Cancel

### Bookings To Be Processed

## Appendix 6 - Context Interpreting Client Interface

Other features of the Dashboard



TI: interpreter's contact details

| Search Jobs | Reports | My Details

Language	Date	Time	Requested By	Method	Order Form	Cancel
Arabic	12 Apr 2023	11:30 - 12:30	Emily Murphy	Face-to-face		Cancel

Language	Date	Time	Method	Confirmed	Interpreter	Interpreter's telephone no	Order Form	Cancel
Arabic	11 Apr 2023	09:30 - 10:30	Telephone	Confirmed	Ms. Dunya F.	091 790 514	View	Cancel
Polish	11 Apr 2023	10:00 - 11:00	Face-to-face	Confirmed	Ms. Diana B.		--	Cancel
Mandarin	11 Apr 2023	10:15 - 11:15	Face-to-face	Confirmed	Ms. Mei Z.		--	Cancel
Portuguese	11 Apr 2023	14:00 - 16:00	Face-to-face	In preparation			--	Cancel
Ukrainian	11 Apr 2023	16:00 - 17:00	Telephone	In preparation			★ Sign	Cancel

Other features of the Dashboard



cancelling a booking >24hrs notice

Dashboard



Sign out Emily Murphy

Interpretation Request | Active Projects | Search Jobs | Reports | My Details

Location	Contact	Language	Date	Time	Requested By	Method	Order Form	Cancel
1st Floor	John Kelly	Lithuanian	12 Apr 2023					

Location	Contact	Language
Services, Fracture Clinic	Mary Kelly	Arabic
Services, Dermatology	John Kelly	Polish
Services, OPD	Sean Murphy	Mandarin
Services, Fracture Clinic	John O'Shea	Portuguese
Services, OPD Surgical 1	Emily Murphy	Ukrainian

### Cancel Assignment

Project Code: 23110412

Description: 11Apr12, 09:30, Alaa H., AR

Organisation: CarePoint Health Services

Contact: Mary Kelly

Due: 11 Apr 2023

< Back

Cancel Project

Language	Date	Time	Method	Confirmed	Interpreter	Interpreter's telephone no	Order Form	Cancel
Arabic	11 Apr 2023	09:30 - 10:30	Telephone	Confirmed	Ms. Dunya F.	091 790 514	View	Cancel
Polish	11 Apr 2023	10:00 - 11:00	Face-to-face	Confirmed	Ms. Diana B.		--	Cancel
Mandarin	11 Apr 2023	10:15 - 11:15	Face-to-face	Confirmed	Ms. Mei Z.		--	Cancel
Portuguese	11 Apr 2023	14:00 - 16:00	Face-to-face	In preparation			--	Cancel
Ukrainian	11 Apr 2023	16:00 - 17:00	Telephone	In preparation			★ Sign	Cancel

Cancel



Other features of the Dashboard



changing your password

The screenshot shows the 'con[text] client dashboard' with the tagline 'translation interpreting localisation'. The top navigation bar includes links: Home | Book an Interpreter | Sign Attendance Forms | Translation Request | Active Projects | Search Jobs | Reports | My Details. On the right, there are logos for NSAI, ISO 17100, and LICS, along with a 'Sign out Emily Murphy.' link. The 'My Details' section displays user information: Name: Emily Murphy (with a link to change password), Organisation: CarePoint Health Services, Address: Oranmore, Galway, Telephone: 091 790 255, and E-mail: interpreting@context.ie. A 'Change Password' modal is open, featuring fields for 'New Password' and 'Confirm New Password', and 'Change' and 'Cancel' buttons. A hand icon points to the password change link in the user details.

### Changing your password

- when you are initially registered as a user on the Context portal you will receive an automatically generated password
- this password is unique and for your use only
- you can change the password to whatever password works best for you

### Forgot password?

**Username**

**Email**

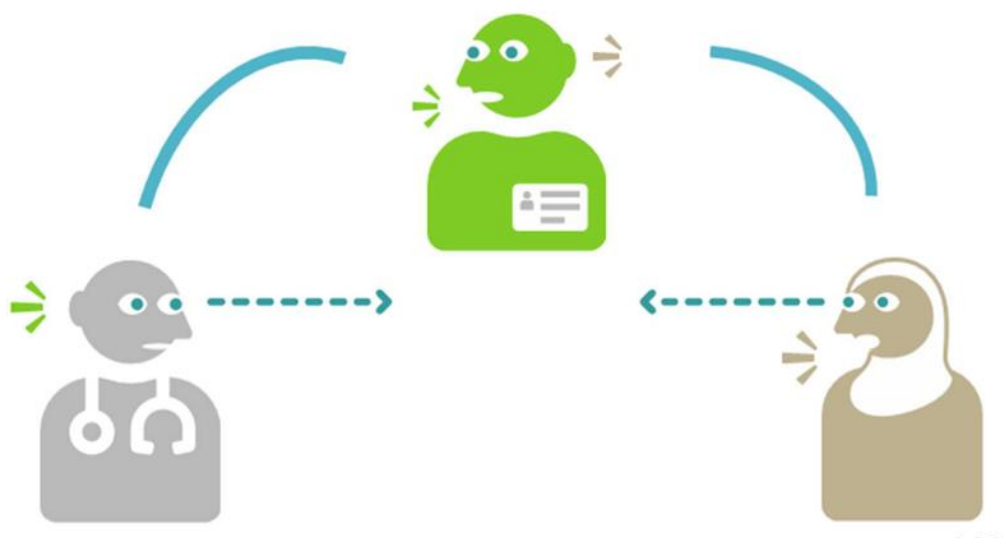
**NEXT >**

### Forgot your password?

Please enter your username and email address above to reset your password.

[I know my password and want to sign in](#)

## Working well with interpreters



## Working well with interpreters

Interpreting assignments are formal communication settings with clear rules:

- the interpreter's role is to facilitate the communication between patient and medical staff
- the interpreter shall never be on their own with a patient
- everything said during the assignment is interpreted for the benefit of both parties
- no private conversations

## Helpful steps for you to take

- brief the interpreter on the purpose of the consultation they are required to assist with
- inform the Context PM and the interpreter in advance if the assignment is of a sensitive nature (life changing diagnosis, life & death situation, child protection issue)
- speak clearly and allow the interpreter to relay manageable amounts of information
- one question at a time
- eye contact between clinician/nurse and patient
- tri-angular positioning
- the interpreter's role is confined to relaying information, questions, comments, instructions
- allow the interpreter to introduce themselves formally in their professional role
- terminology

Questions?

