ServiceHub®

Moving information that moves your business.

Requests Portal for Navigators Users Guide

Ascension Healthcare

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Accessing ServiceHub on your Computer

ServiceHub's Interpreter Services Requests Portal program can be accessed from any search engine you have available. It can be used on a laptop, desktop, tablet or cell phone.

Logging into ServiceHub

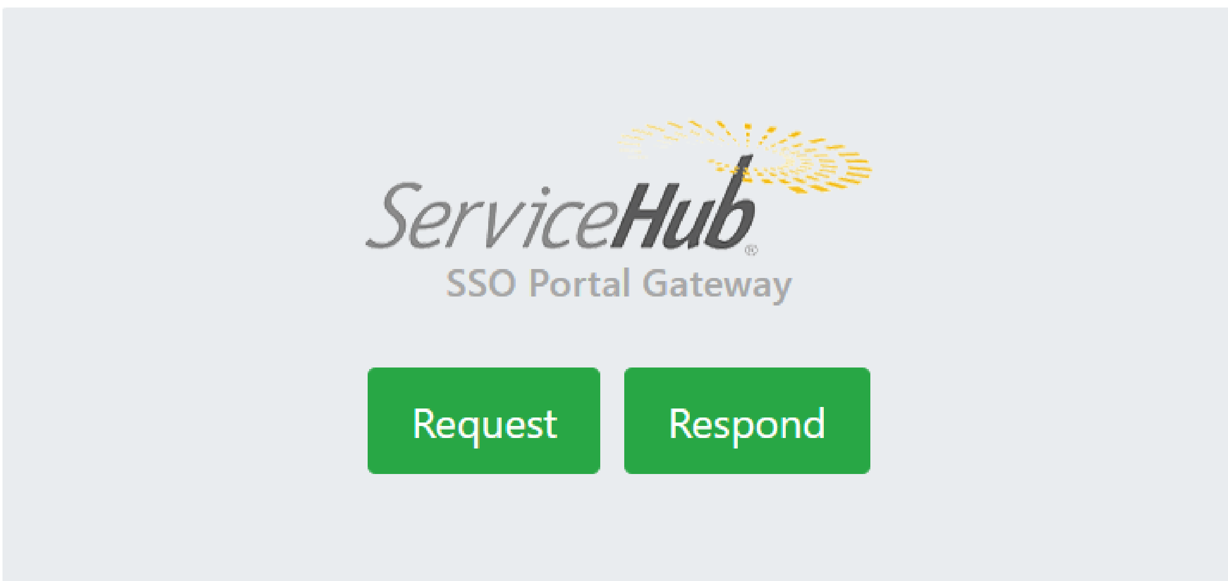
Access the specific region:

North Region: https://app.servicehub.com/secure/ascwi/north
South Region: https://app.servicehub.com/secure/ascwi/south
Wheaton: https://app.servicehub.com/secure/ascwi/wheaton

Username: Your Ascension Username
Password: Your Ascension Password

Launching ServiceHub

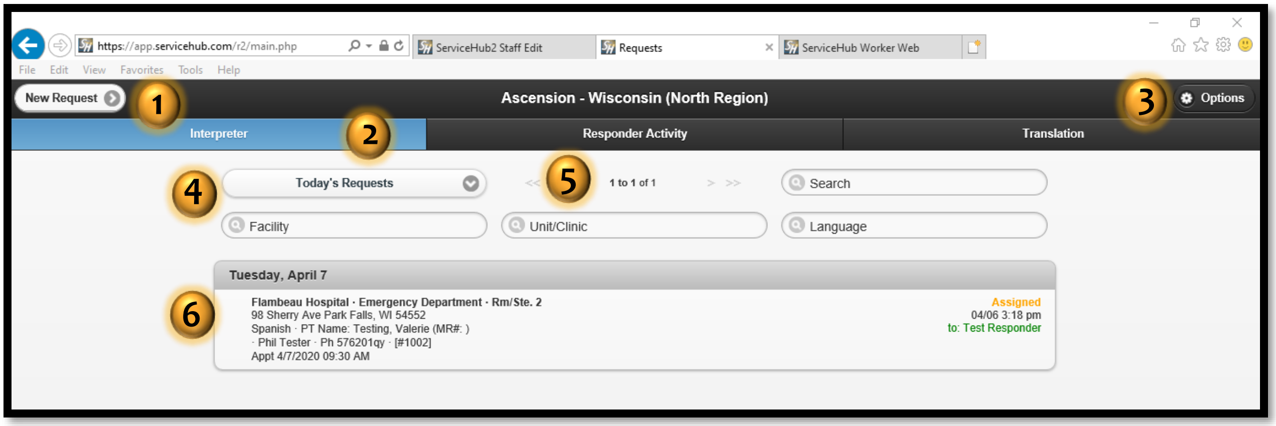
1. **Click Request.**



Once you have logged into ServiceHub, you will then access your specific information by signing into your account. This will show you any Request Assignments that are available for you to work. **You will be unable to work any of the requests shown until you have signed in.** The screen will look similar to the one shown here.

Exploring the Opening Screen

Once you have successfully logged into ServiceHub, the following screen appears. (The screenshots shown throughout this guide represents the North Region. South Region differences will be shown as noted.)



1	The New Request button
2	The tab bar displaying the three different options: Interpreter, Responder Activity, Translation
3	The Options menu
4	The search options area
5	The total number of requests according to the search results. If no search criteria have been entered, this is showing the total of all requests currently in the queue
6	The current requests listed in chronological order with the most recent at the top. This is referred to as the "queue."

Locating Requests

Once a request has been completed, it appears in the Request Assignments list as shown below. There are a few ways to locate a particular request so that it can be viewed, edited, or even cancelled.

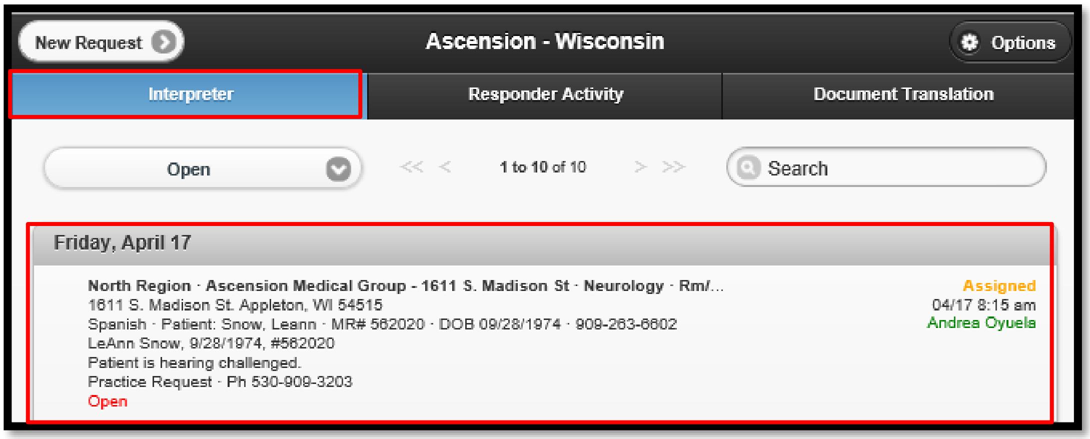


Figure 1: Interpreter Requests

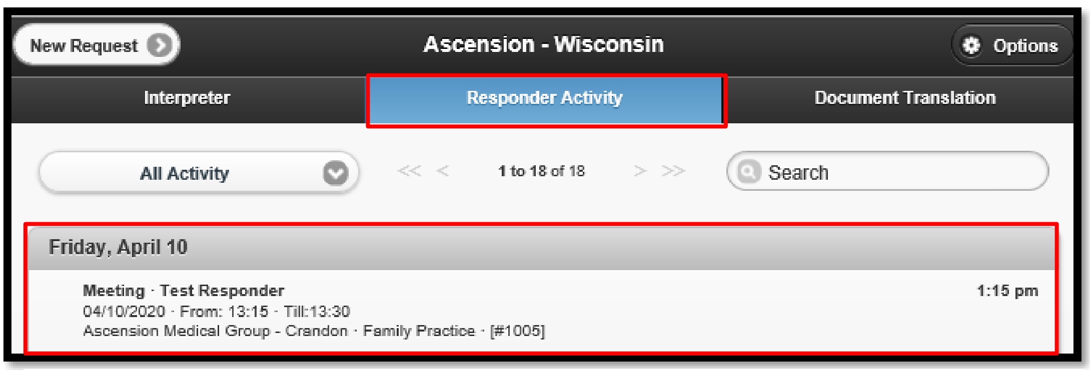


Figure 2: Responder Activity

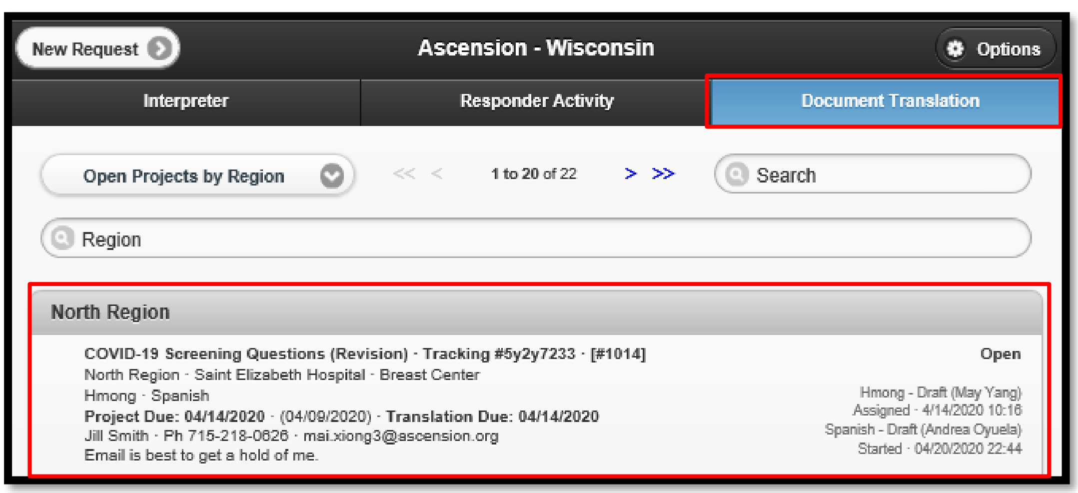


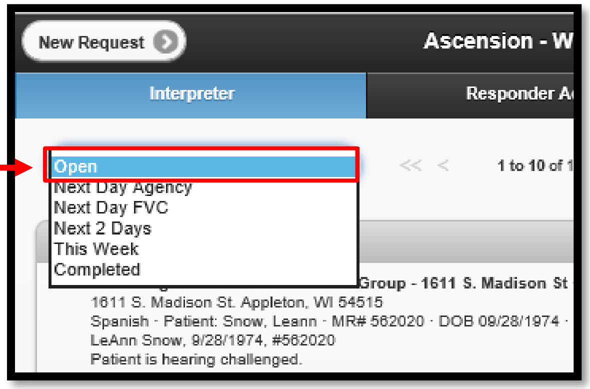
Figure 3: Document Translation Request

Changing the List Views

Viewing Open Interpreter Requests

This is the default view for this screen.

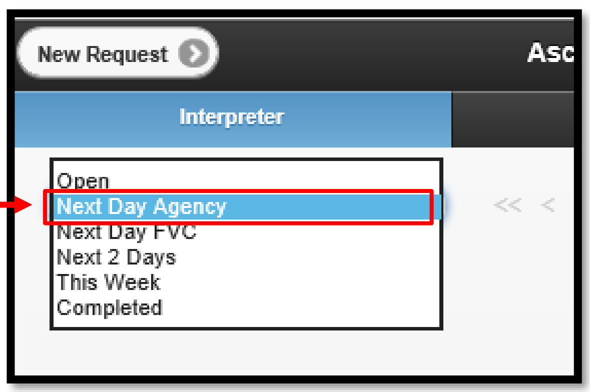
Open is the default view for this screen. Other views allow further filtering options.



Viewing Future Interpreter Requests

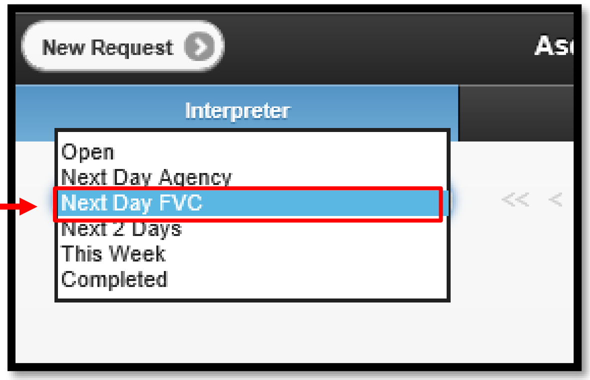
Next Day Agency

Next Day Agency changes the view to display those requests scheduled tomorrow from an agency



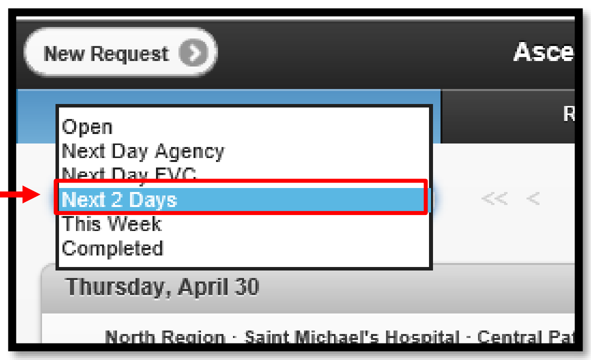
Next Day FVC

Next Day FVC changes the view to display those requests scheduled tomorrow from FVC



Next 2 Days

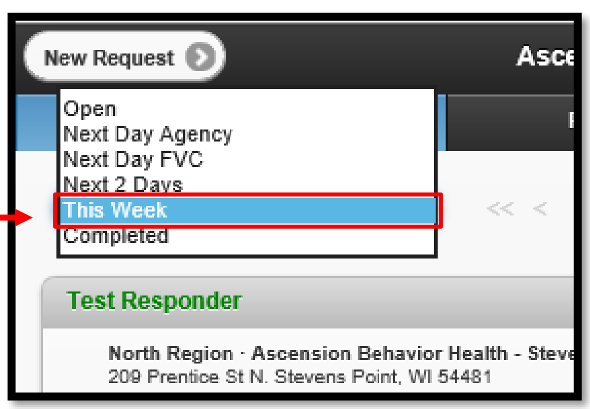
Next 2 Days changes the view to display those requests scheduled in the next two days



This Week

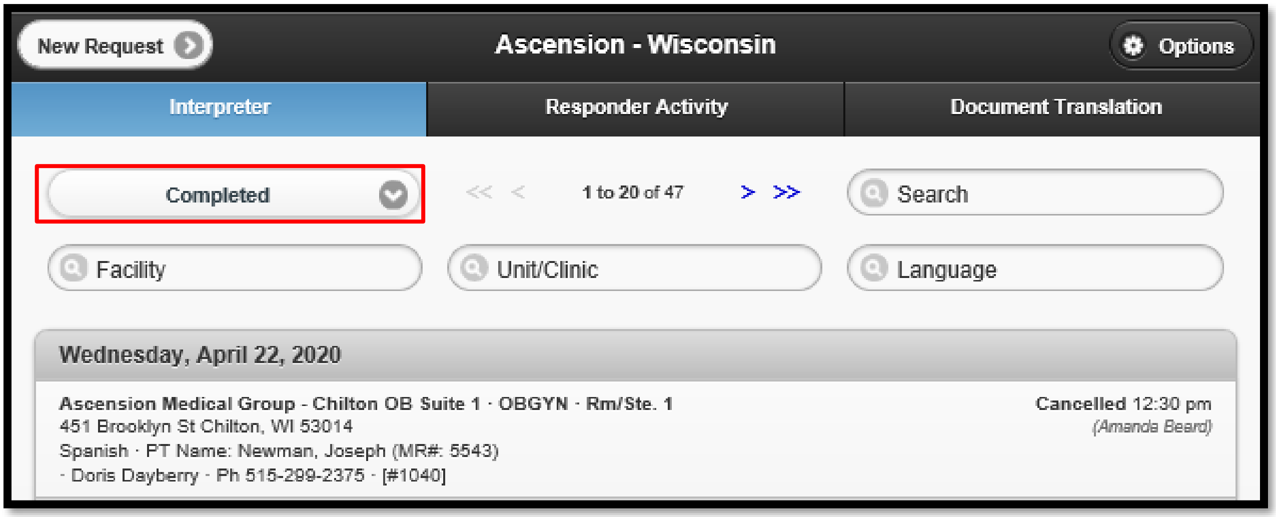
This view groups the responders and displays their schedule for the week.

This Week changes the view to display those requests scheduled this week



Completed

The Completed view gives additional filter options.



Fields

Search: Use this field to filter by any term located within the request's information

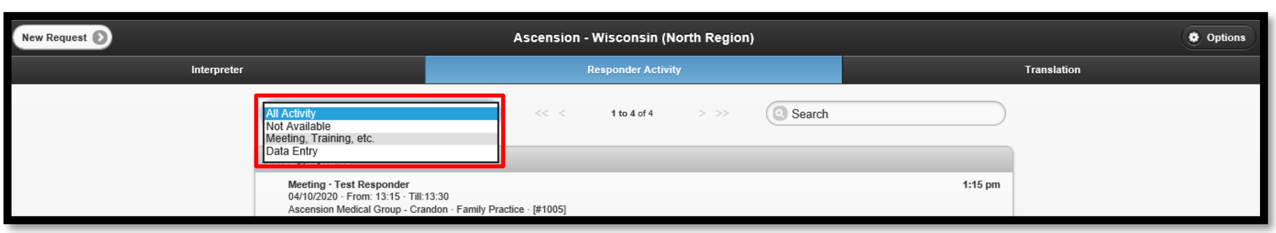
Facility: Filter by a specific facility (i.e., "Saint" will filter out Saint Michael's Hospital

Unit/Clinic: Filter by a specific clinic (i.e., "Neurology" will filter out the Neurology department

Language: Filter by a specific language (i.e., "Spanish" will filter out all requests for Spanish

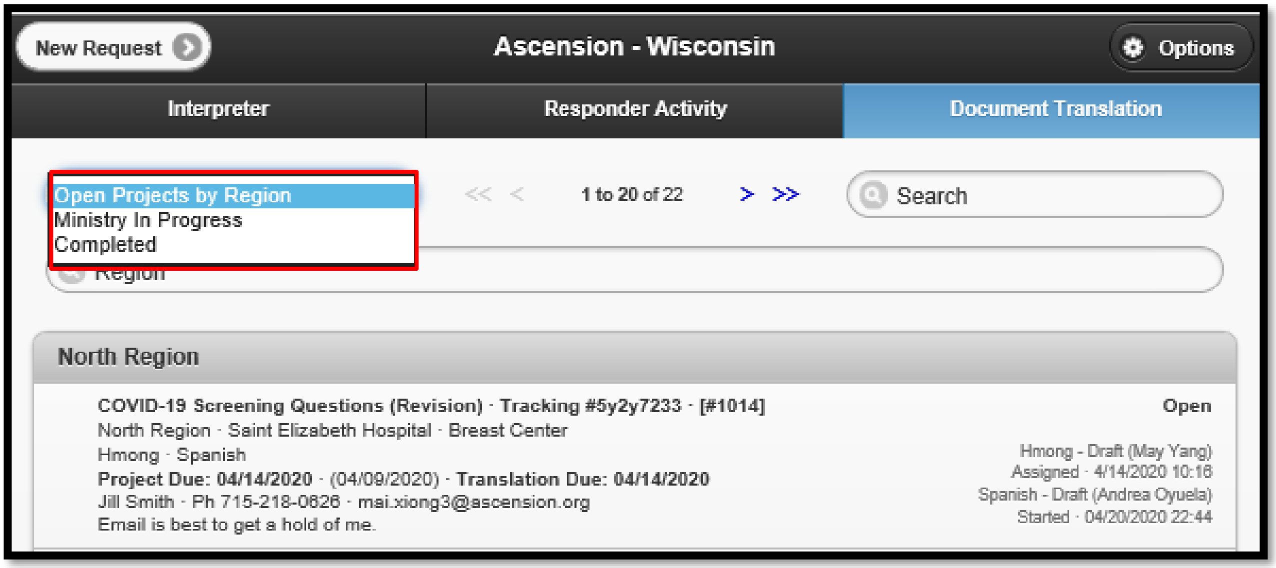
Other Responder Activity Views

The default view for the Responder Activity list is All Activity. To look at a particular type of Responder Activity, use the drop-down menu as shown here.



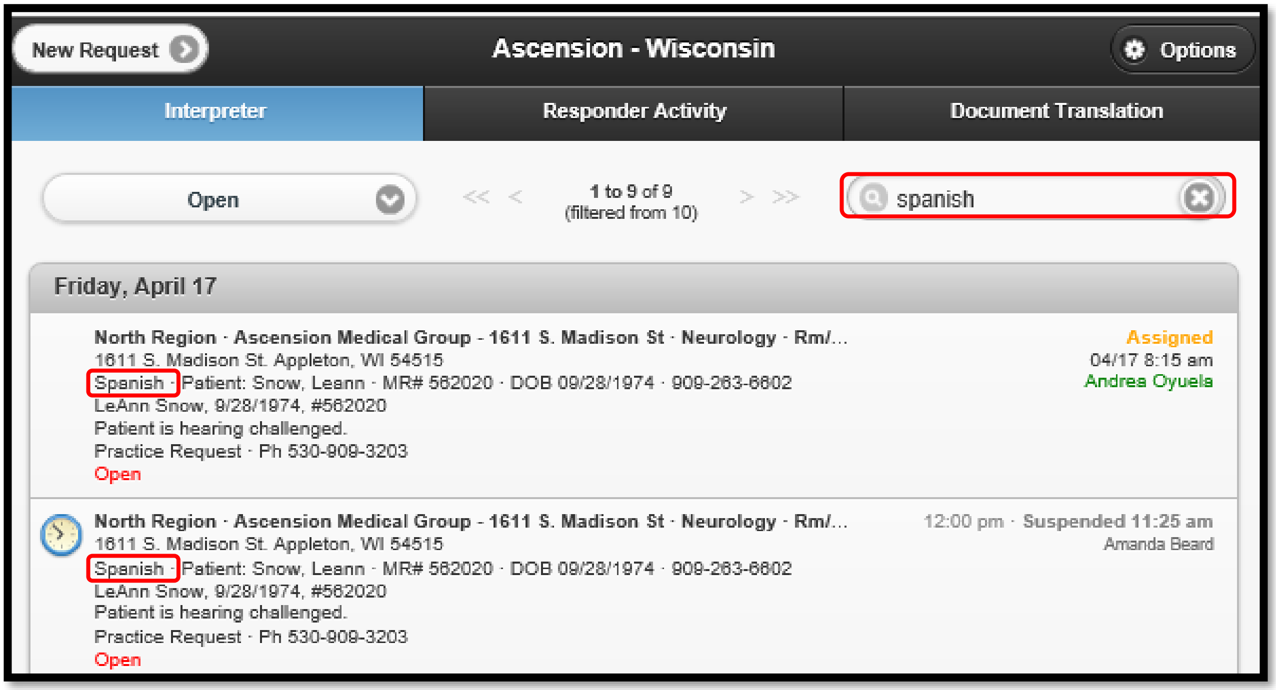
Viewing Open and Completed Translation Requests

Use the drop-down menu on the Translation Requests screen as shown here to view Open Projects by Region, Ministry in Progress, and Completed requests.



Filtering Requests (All Request Types)

To quickly filter requests by specific criteria, use the convenient fields located above the list of requests.



Note: As you begin to type in a field, the list will immediately update to display only those requests for that field.

1. **Click in the Search field.**
2. **Type the keyword** you would like to filter by. The list changes to reflect the filter you have chosen
3. To clear the filter, **click the "X"** located at the end of the currently filtered field

Using the Search Feature (All Request Types)

The search feature allows you to look for specific requests using the following fields:

- Request ID
- Request Status
- MR #
- PT First Name & Last Name
- Location (Facility or Clinic)
- Language
- Requestor
- Phone #
- Assigned to (responder)
- Date

1. **Click into the Search field**
2. **Type what you are looking for.** The list of requests will change to reflect your choice.

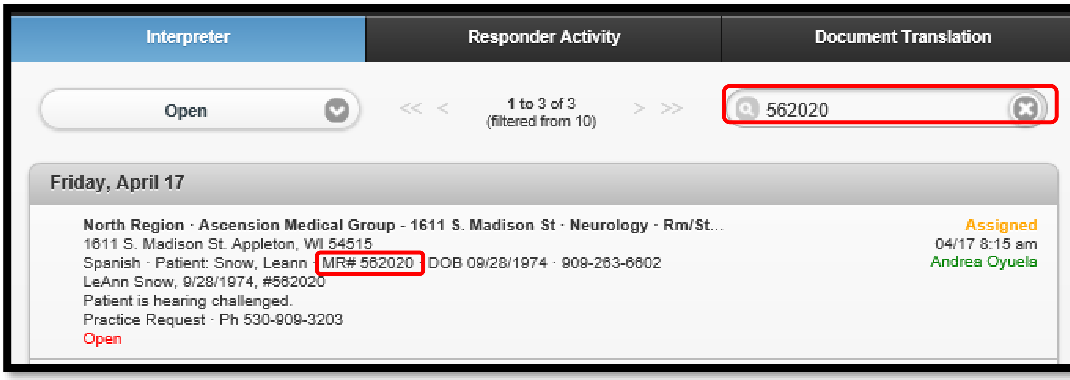


Figure 1: Interpreter Request Search by MHN#

Figure 2: Responder Activity by Interpreter/Responder

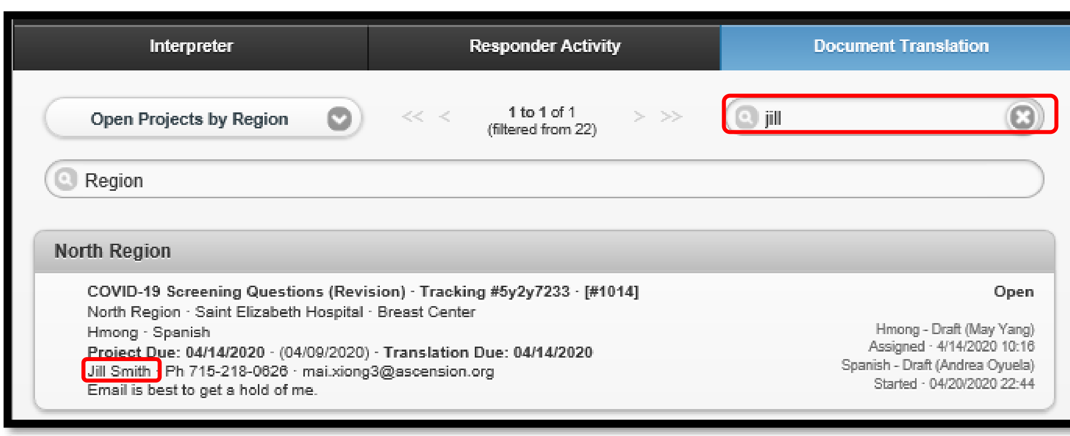


Figure 3: Document Translation Request by Requestor Name

3. To clear the search, **click the "X"** located at the end of the Search field

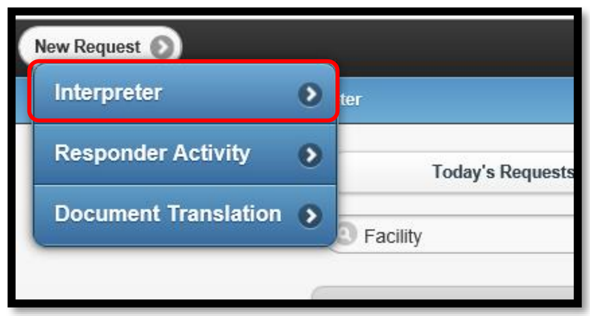
Creating Interpreter Requests

Entering a New Interpreter Request

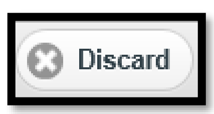
Inputting a new request is one of the most common functions of the Interpreter tab. This is where the information important to the interpreters is inputted to allow them to review assignments and complete their work. It is important that all steps in the process are completed accurately and as thoroughly as possible. **Entering all the information available regarding a request is imperative to providing patients with the best care possible.**

1. **Click the New Request button** in the upper-left corner of the opening screen.

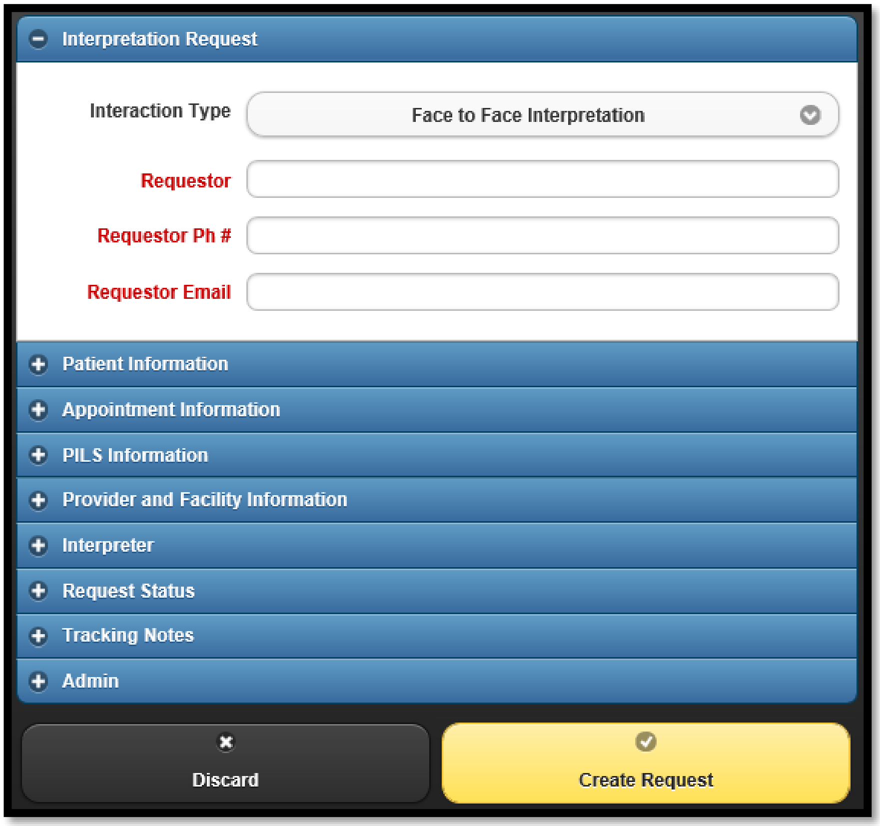
2. **Click Interpreter** from the menu that appears.



Notice the New Request button has now changed to **Discard**. If you have entered into the new request screen on accident or if at any time during the input of information, you realize you don't need this request, simply click this button to return to the opening screen. There is also a Discard button at the bottom of the form.



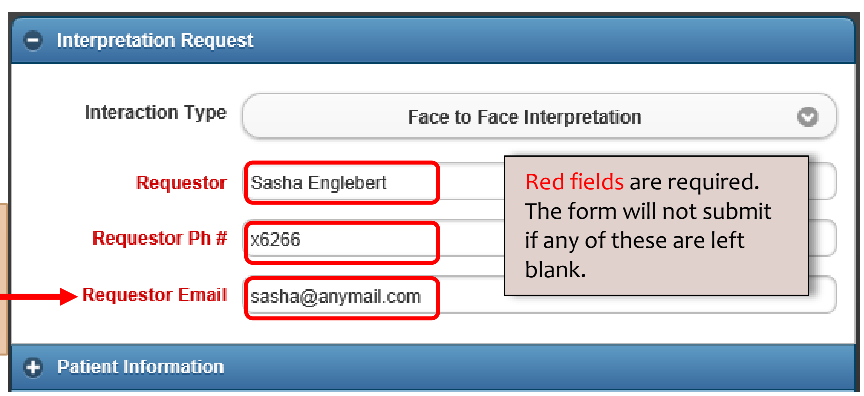
The New Interpreter Request form appears.



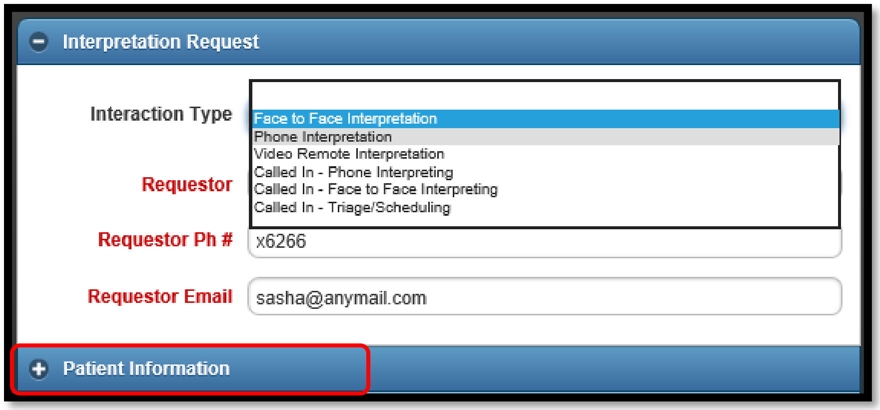
The Interpretation Request Section

If you have not discarded the request, the following screen appears. The default tab that displays is **Interpretation Request** as shown here.

For Navigators: The Requestor Email field will not be required.



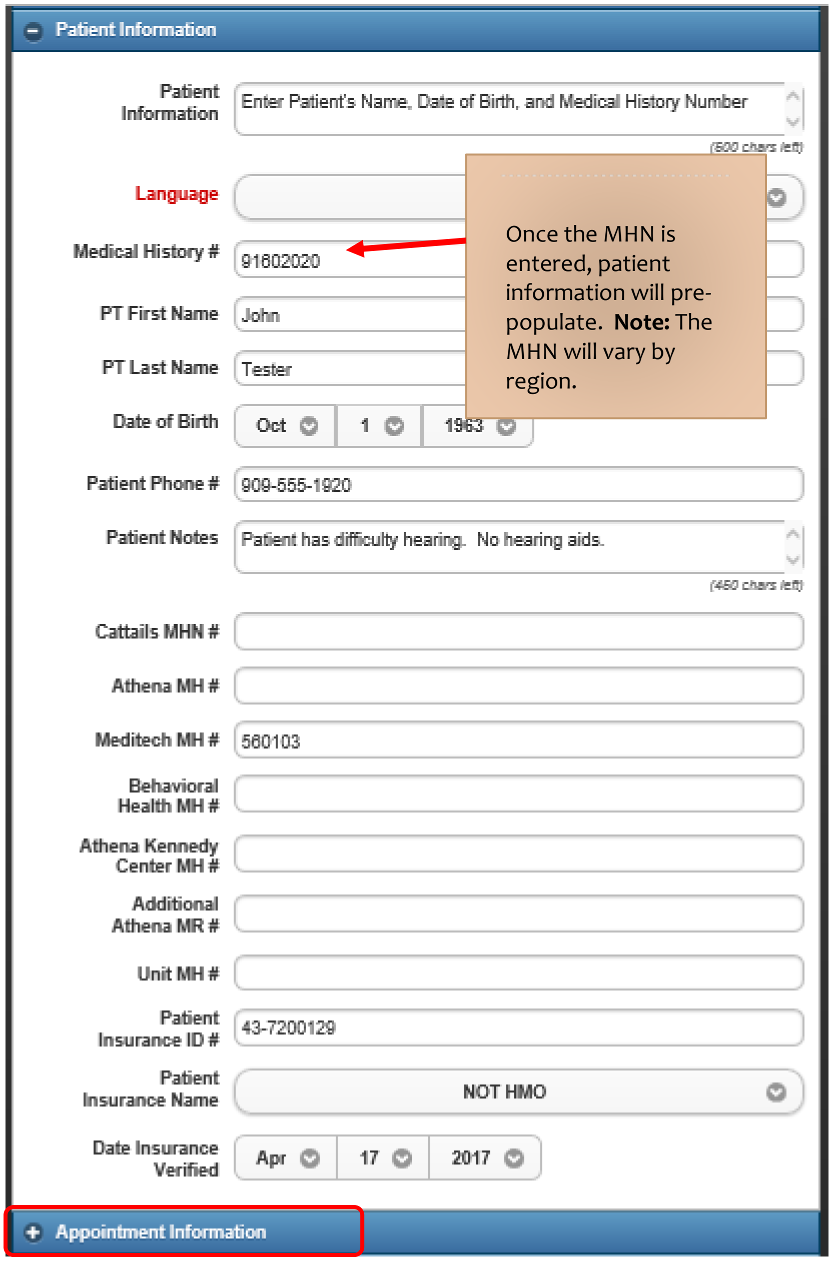
1. **Click the drop-down arrow for Interaction Type** – make sure to change this field if the appointment will not be face-to-face. The following choices appear. Choose the appropriate interaction type.



2. **Enter the information needed in each of the fields** in this section. **Fields that are red are required** (For Navigators: the Requestor Email field WILL NOT be required). You will not be able to save the request unless all red fields have the necessary data.
3. **Click the Patient Information tab** when finished.

The Patient Information Section

There is no need to close the Interpretation Request form before moving on to the next tab. The patient information section captures all the data required regarding the patient and their insurance information.



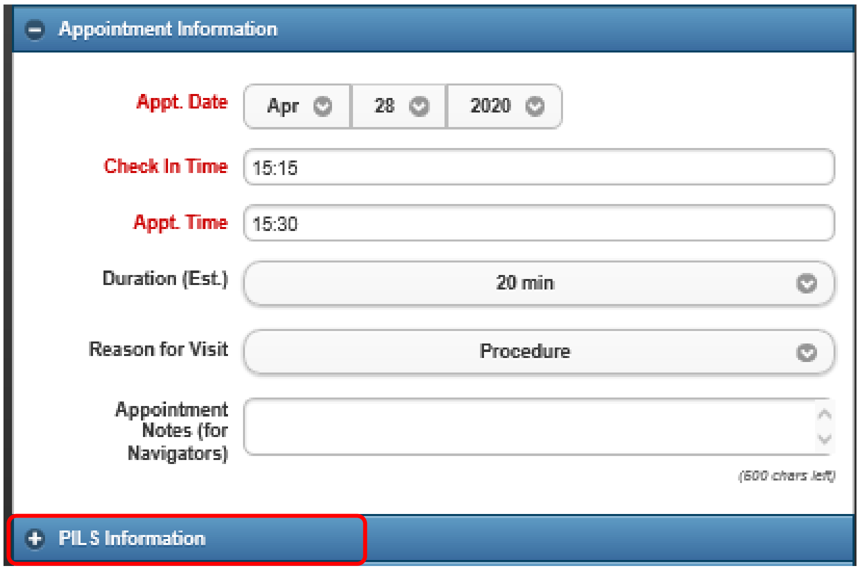
1. **Enter the information needed in each of the fields.** The Language field is the only required field in this section.

   It is encouraged to include as much information as possible, even if the field is not required.

2. **Click the Appointment Information tab** when finished.

The Appointment Information Section

1. **Enter the information needed in each of the fields** regarding the appointment. The Check In Time and Appt. Time are the only required fields. Times are entered using the military time format.



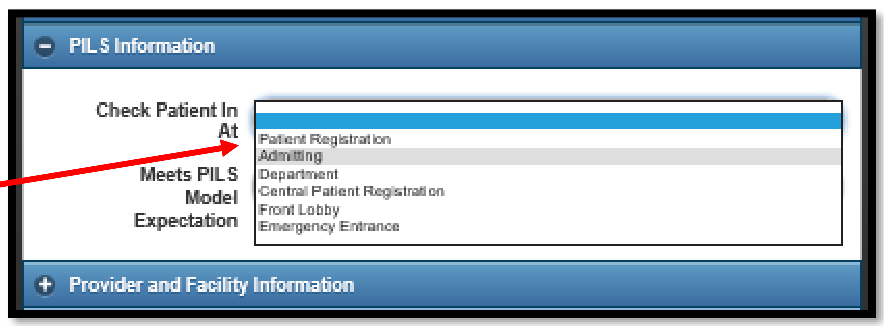
2. **Click the PILS Information tab** when finished.

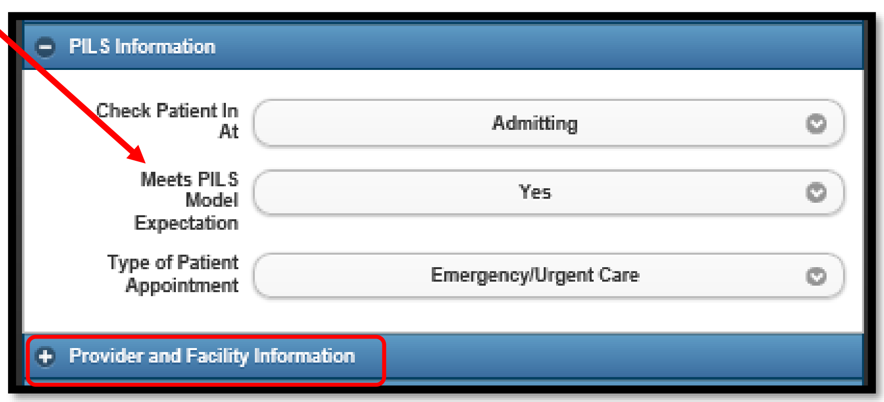
The PILS Information Section

1. **Enter the information needed in each of the fields.**

   Note: These are the same choices as we had in QuickBase

   Note: If "Meets PILS Model Expectation" is Yes, then the following field appears: "Type of Patient Appointment" just like in QuickBase



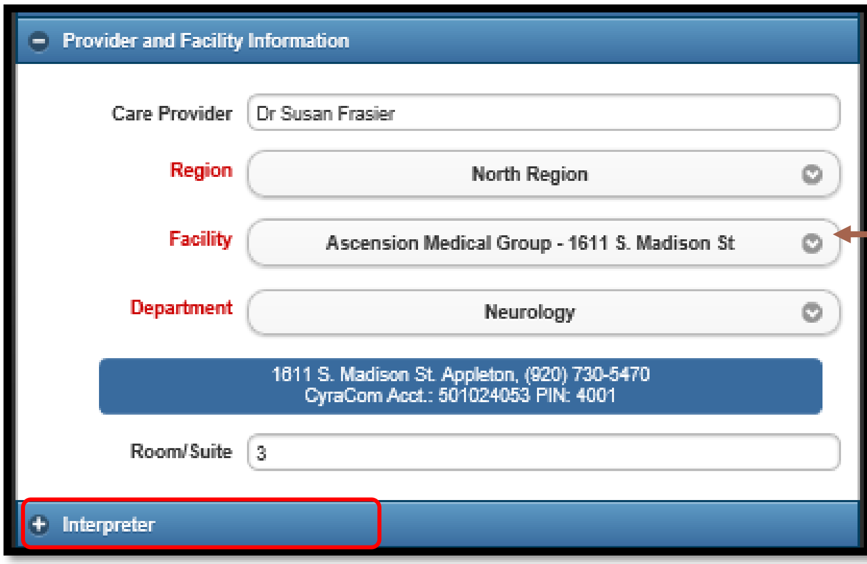


2. **Click the Provider and Facility Information tab** when finished.

The Provider and Facility Information Tab

Use this tab to capture information about the care provider and where they are located.

1. **Enter the name of the Care Provider** (if known).
2. **Select the Facility** from the drop-down menu.
3. **Select the Department.** This field contains the appropriate departments depending on the facility chosen in Step 2.
4. **Enter the Room/Suite** (if known).
5. **Click the Interpreter tab** when finished.

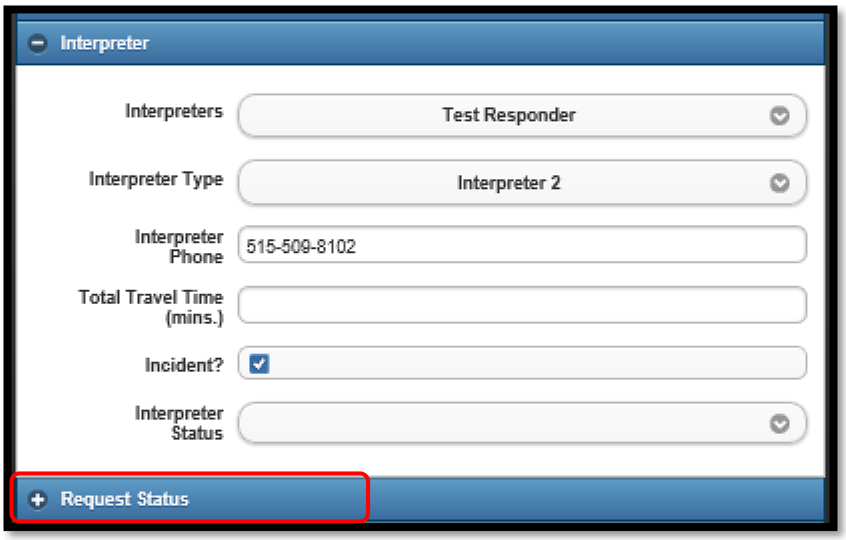


Once the Facility has been selected, the Department field pre-populates with those departments that belong to that facility. **Note:** ONLY the facilities in your region will display.

The Interpreter Tab

This section is used to record any information regarding the interpreter who will be assigned to this request. It is also a place to come back to later to address any issues that may have occurred during the appointment.

1. **Select the Interpreter from the drop-down menu.** The Interpreter Type and Interpreter Phone fields will prepopulate based on the Interpreter's profile.

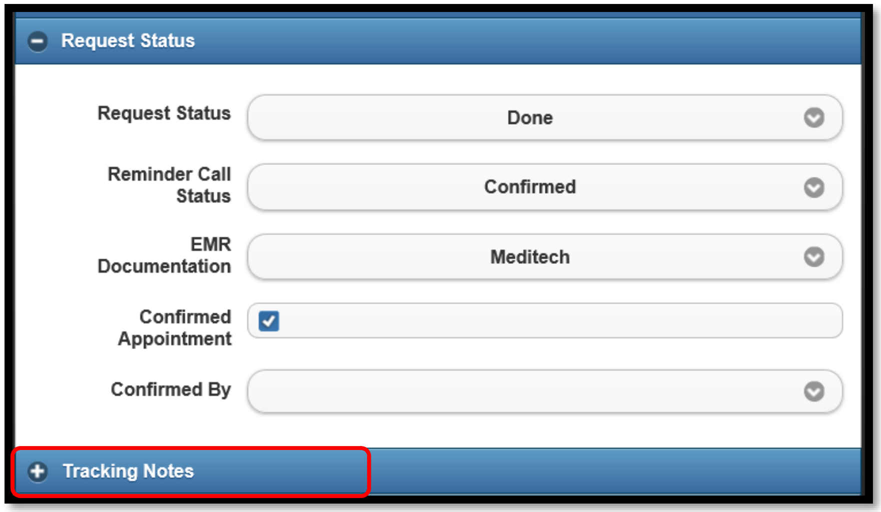


2. **Total Travel Time** will auto-calculate based on the timing of how long it takes the responder to complete the request.
3. **Incident?** Only check mark this field if an incident occurred during the appointment. If it is checked, the Interpreter Status field appears as shown.
4. **Click the Request Status tab** when finished.

The Request Status Tab

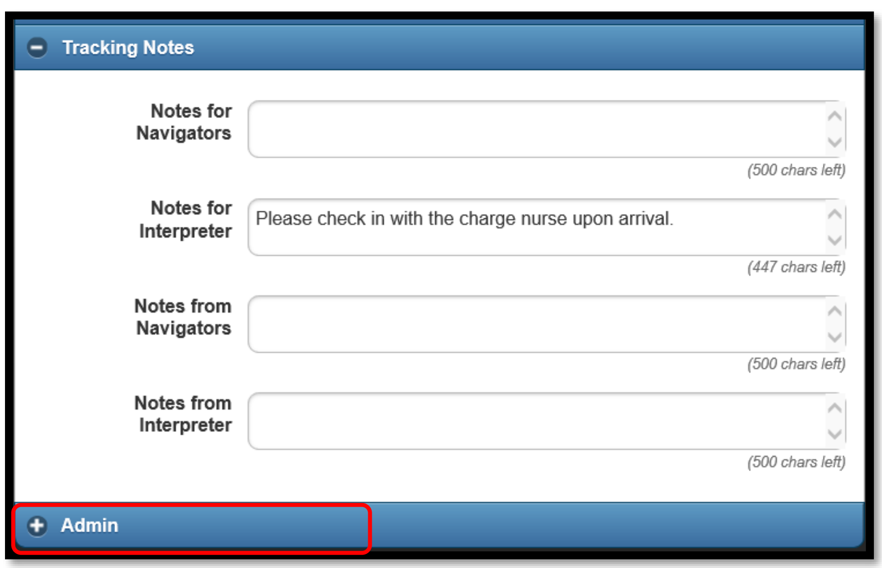
This section is focused on how the appointment went. Use the Request Status tab to record such things as whether the appointment is done or waiting on a task. Record what happened when a reminder call was made. Other important information regarding the status of the appointment will be captured here.

1. **If entering a new request, choose Request Status.**
2. **Input information into the necessary fields.**
3. **Click the Tracking Notes** tab when finished.



The Tracking Notes Tab

Use the Tracking Notes tab to communicate between the Navigator and the Interpreter. Any issues that may come up during the appointment can be recorded here as well as anything the interpreter needs to know prior to arrival.

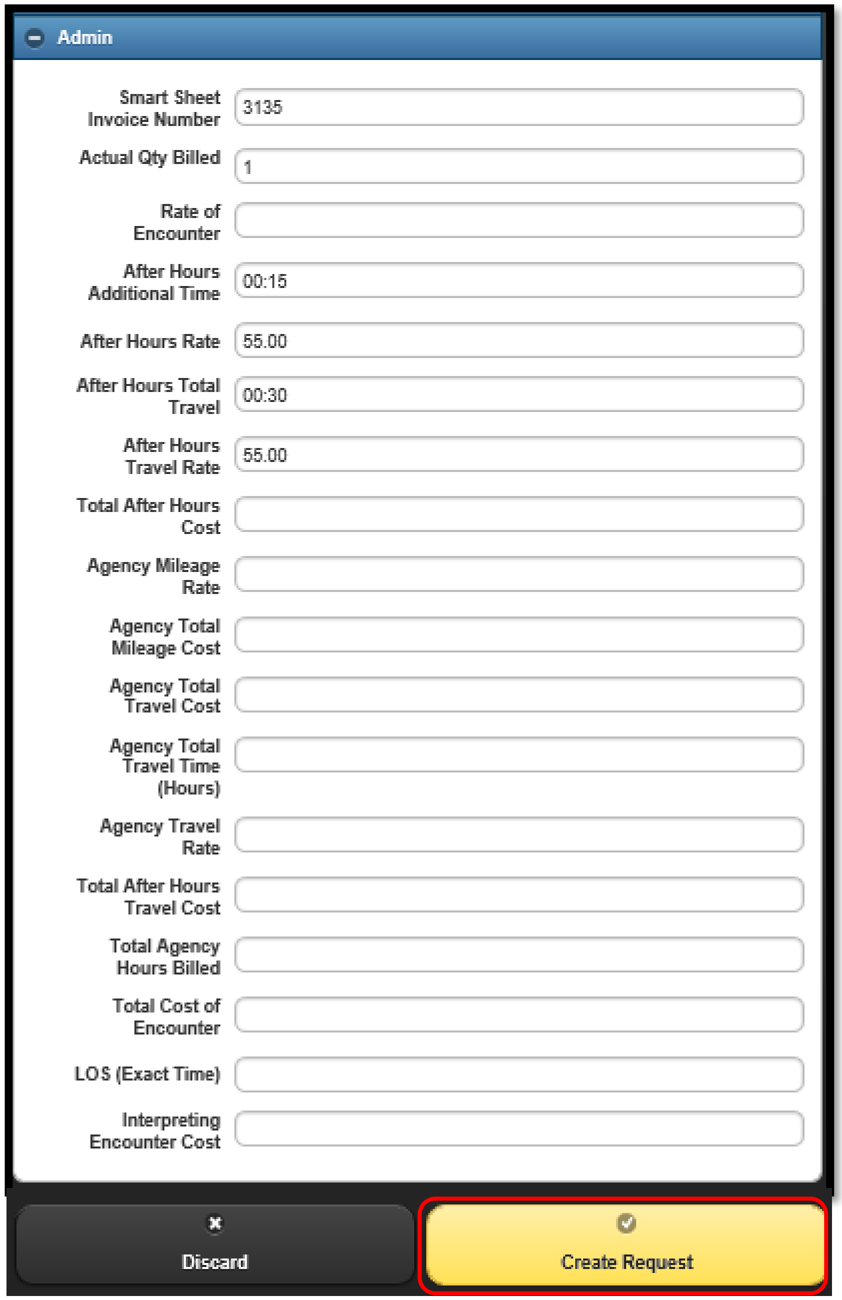


1. **Input information into the necessary fields.**
2. **Click the Admin tab** when finished.

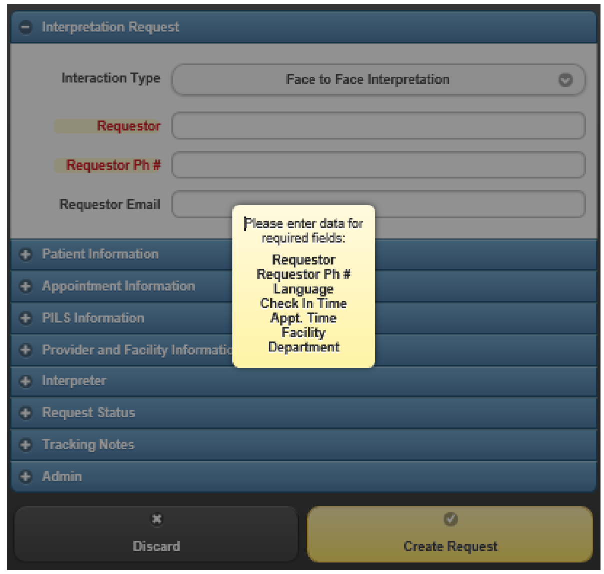
The Admin Section

The Admin section allows the times and costs to be recorded related to the appointment to aid in verifying invoices.

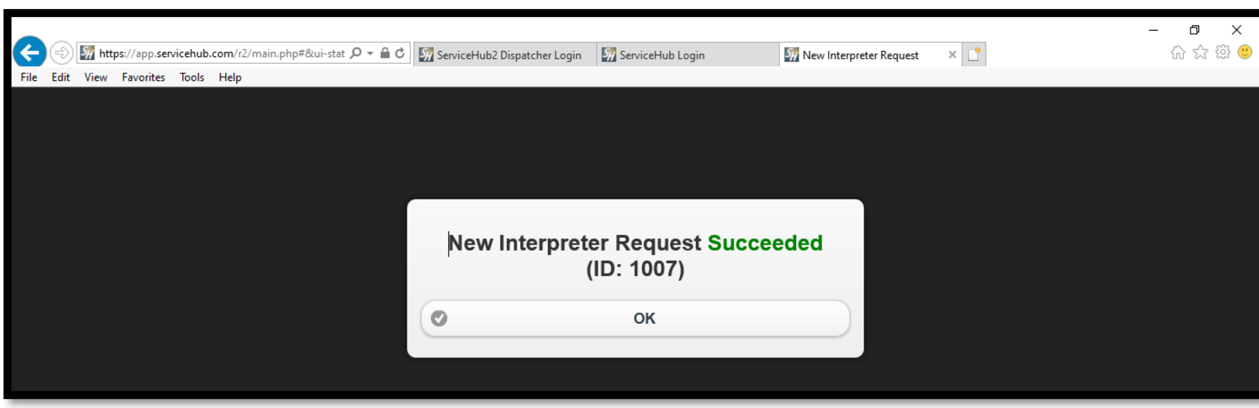
1. **Input the information into the necessary fields.**
2. **Click the Create Request button** at the bottom of the form.



Note: If any of the required fields have been left blank, a notification will appear on the screen listing the fields that still need information. The tab containing the first missing field will automatically display.



The following screen will briefly appear, indicating the creation of the request has been successful.

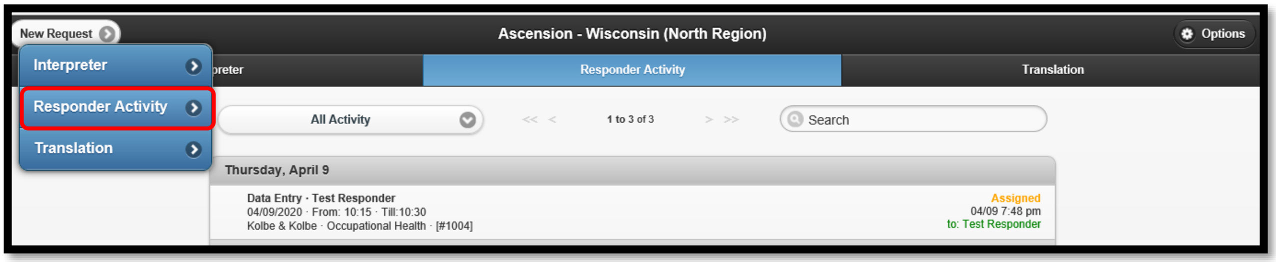


The screen will then return to the Interpreter Requests list.

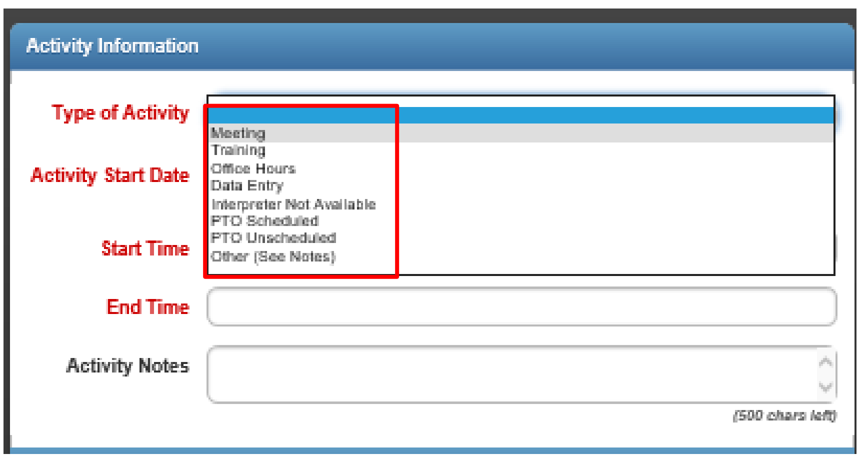
Creating Responder Activity Requests

Entering a New Responder Activity Request

1. **Click the New Request button** located in the upper-left corner.
2. **Select Responder Activity** from the drop-down menu that appears.



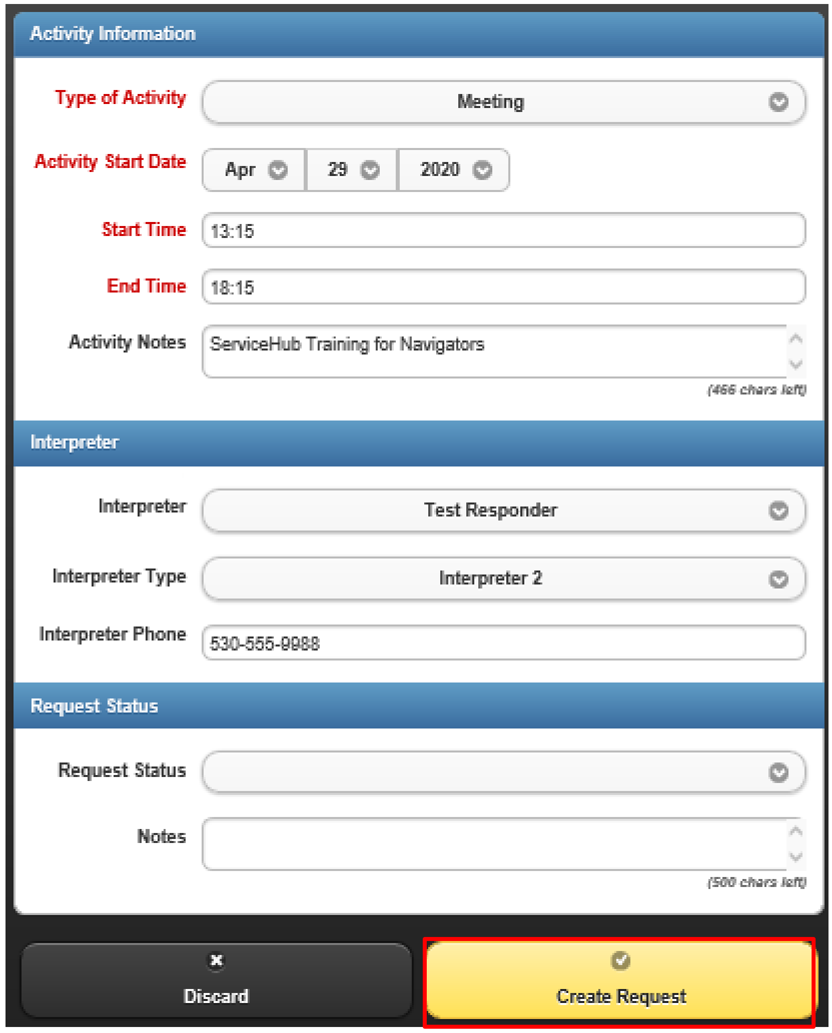
3. **Select the Type of Activity** from the drop-down menu.



4. **Enter the information in the remaining fields.** Remember all red fields are required fields. The form will not submit until all these have entries.

5. **Click the Create Request button** when finished.

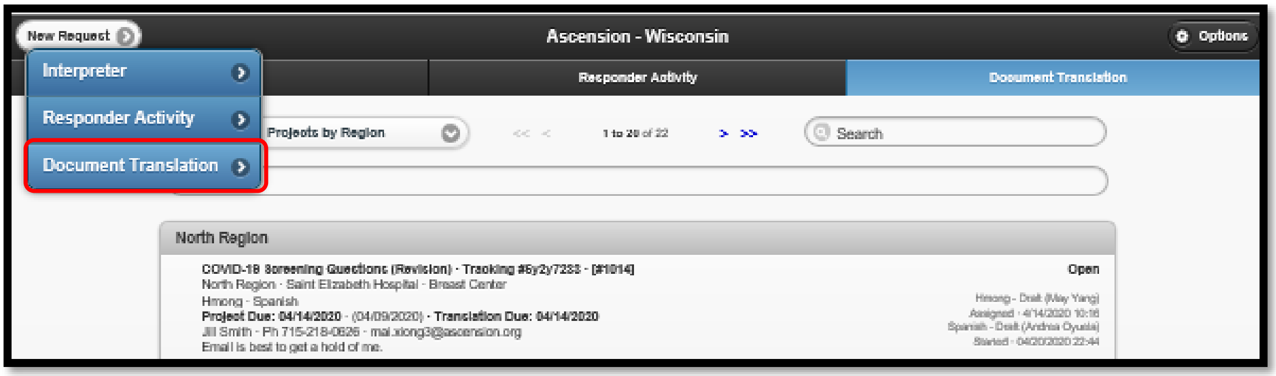
To view the completed request, click the Responder Activity tab at the top middle of the screen.



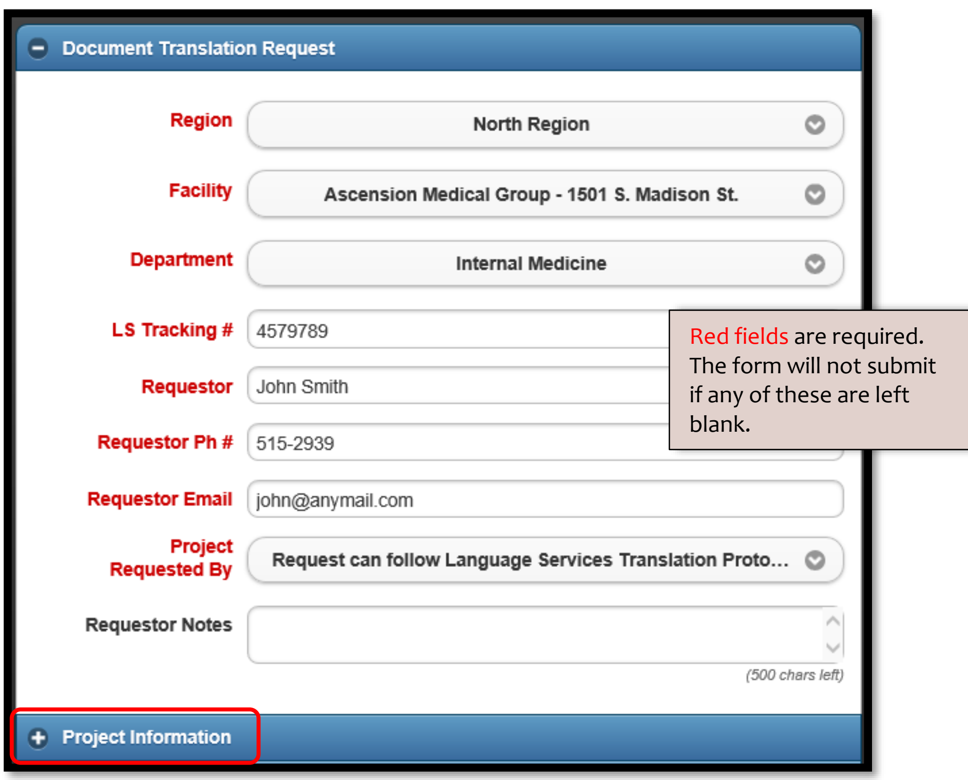
Creating Translation Requests

Entering a New Document Translation Request

1. **Click the New Request button** located in the upper left corner
2. **Select Document Translation** from the drop-down menu.

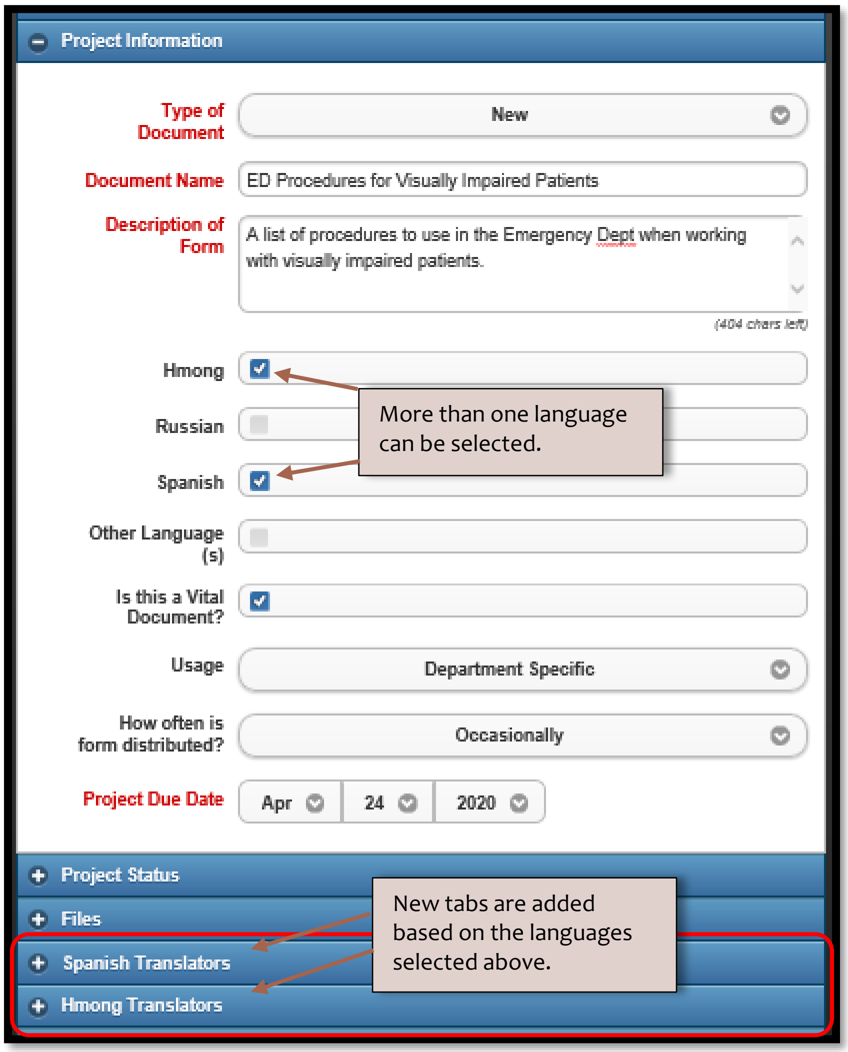


3. **Enter the information pertaining to the request in the remaining fields.** Remember all red fields are required fields. The form will not submit until all these have entries.



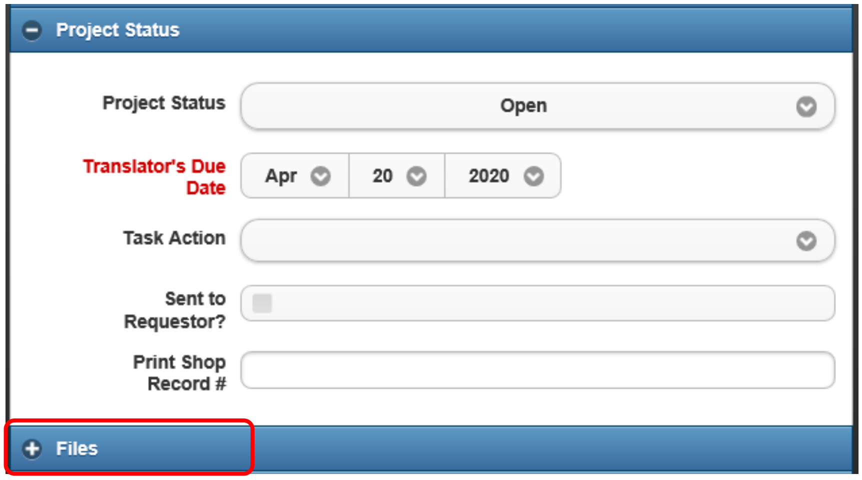
4. **Click the Project Information tab** at the bottom of the screen when finished.

5. **Enter the information pertaining to the project in the remaining fields.**



6. **Click the Project Status tab** at the bottom of the screen when finished.

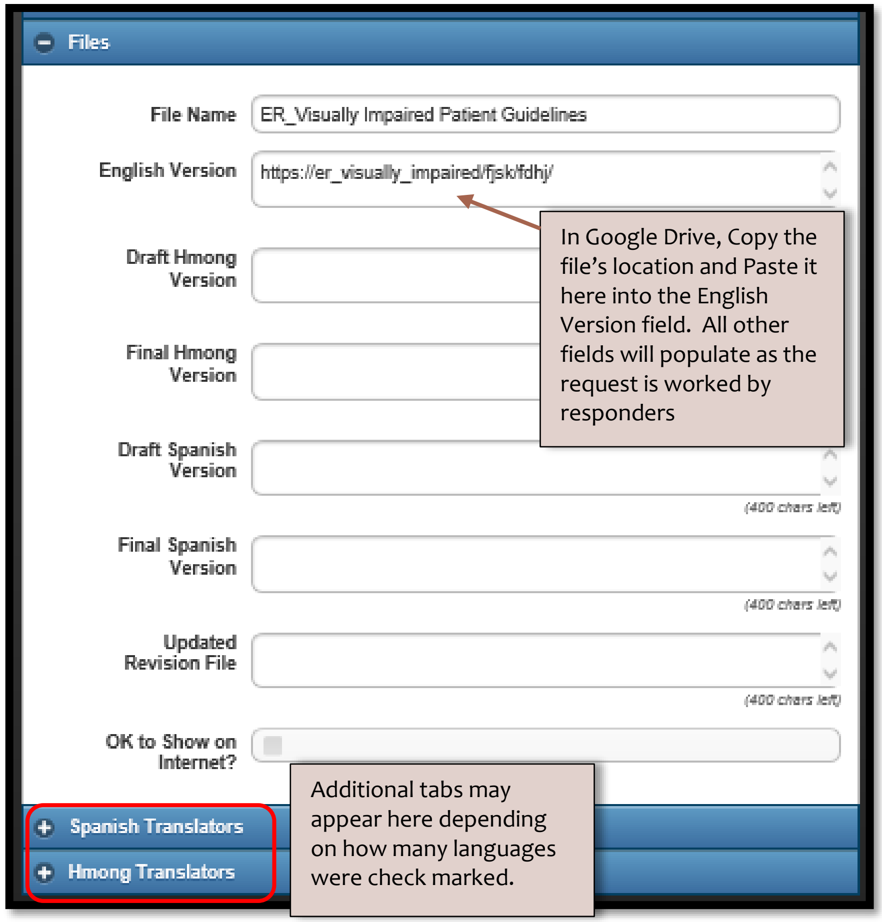
7. **Navigators don't need to change anything on this screen. .**



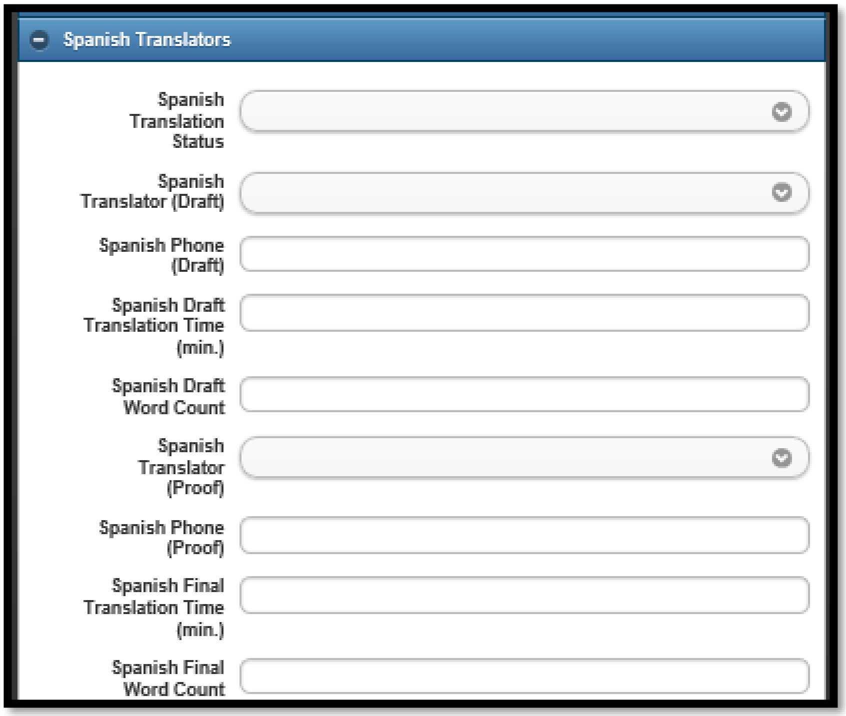
8. **Click the Files tab** at the bottom of the screen when finished.

9. **Enter the information in the remaining fields.**

10. **Click the Spanish Translators tab** (or the language(s) check marked) at the bottom of the screen when finished.



11. **Navigators don't need to make any changes on this screen.** The coordinator will assign the appropriate responder and other fields will auto-populate as the request is worked by the responders.

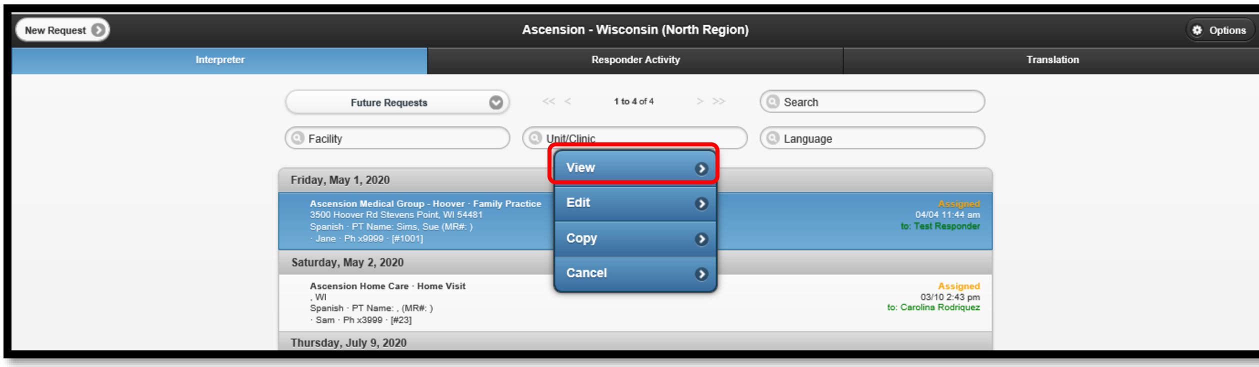


12. **Click the Create Request button** at the bottom of the page.

Viewing a Request

If you just want to view a request without making any changes to it, follow these steps:

1. **Click the request to view**
2. **Click the View option** from the menu that appears

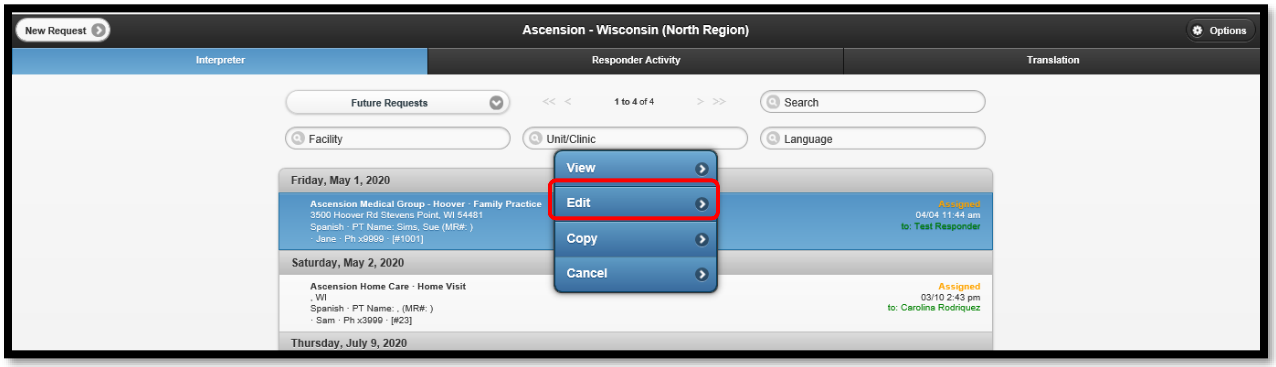


3. When finished viewing the request, **click the Done button** at the bottom of the request.

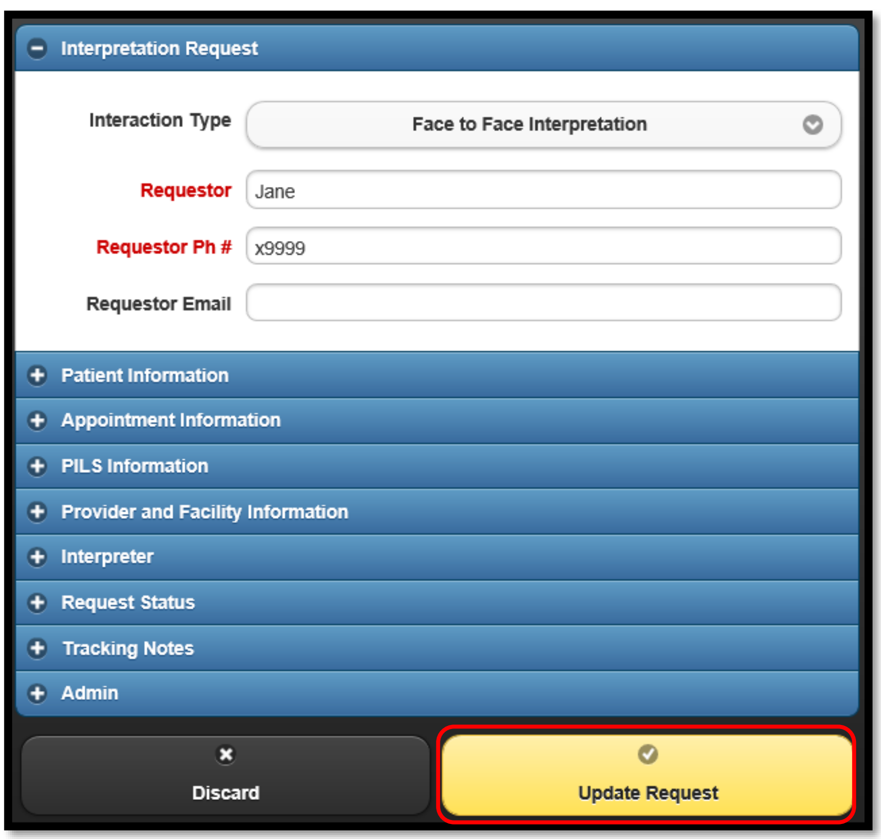
Editing a Request

When notes are needed on a request or need to be changed, follow these steps:

1. **Click the request to edit**
2. **Click the Edit option** from the menu that appears



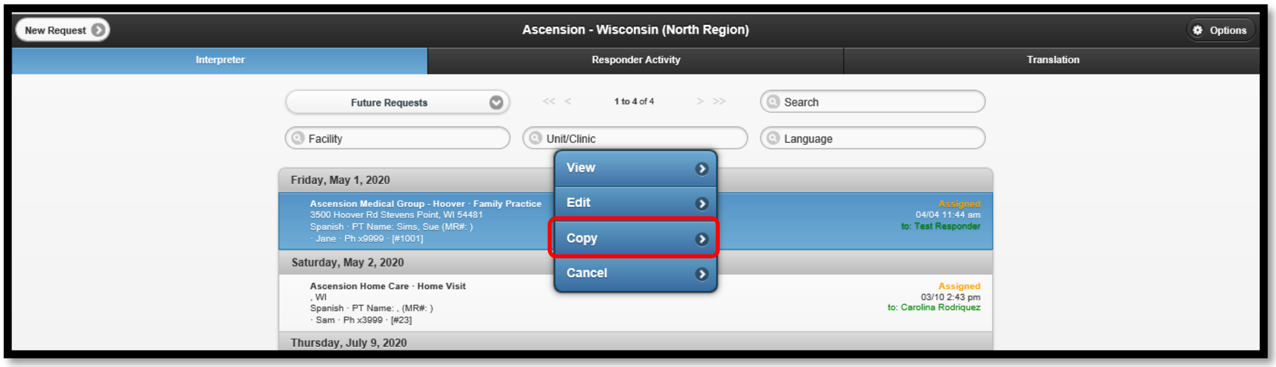
3. **Make the necessary edits** to the request form.
4. When finished making the edits, **click the Update Request button** at the bottom of the request. You may see a verification screen indicating that the changes have been successful. It will automatically bring you back to the opening screen of requests.



Copying a Request

To make a copy of a request, follow these easy steps:

1. **Select the request** to copy.
2. Select **Copy** from the menu that appears.

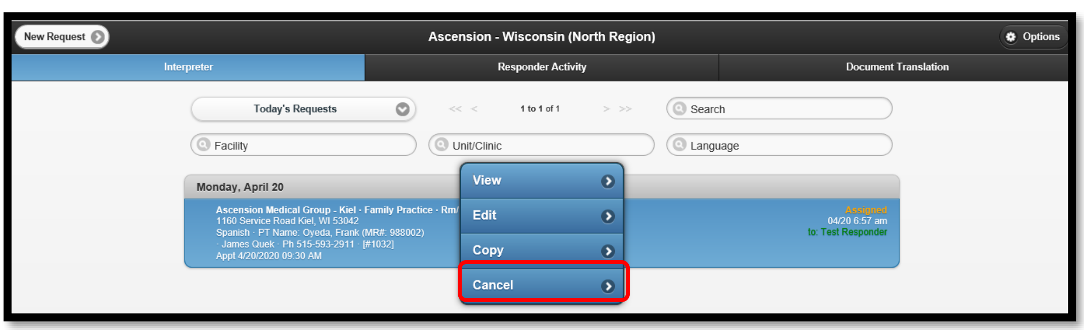


3. **Review all the fields** to make sure they are accurate for this new request.
4. **Change any fields that need to be updated.** To create a recurring appointment, change the date and time fields on the Appointment Information tab.
5. **Click the Create Request button.**

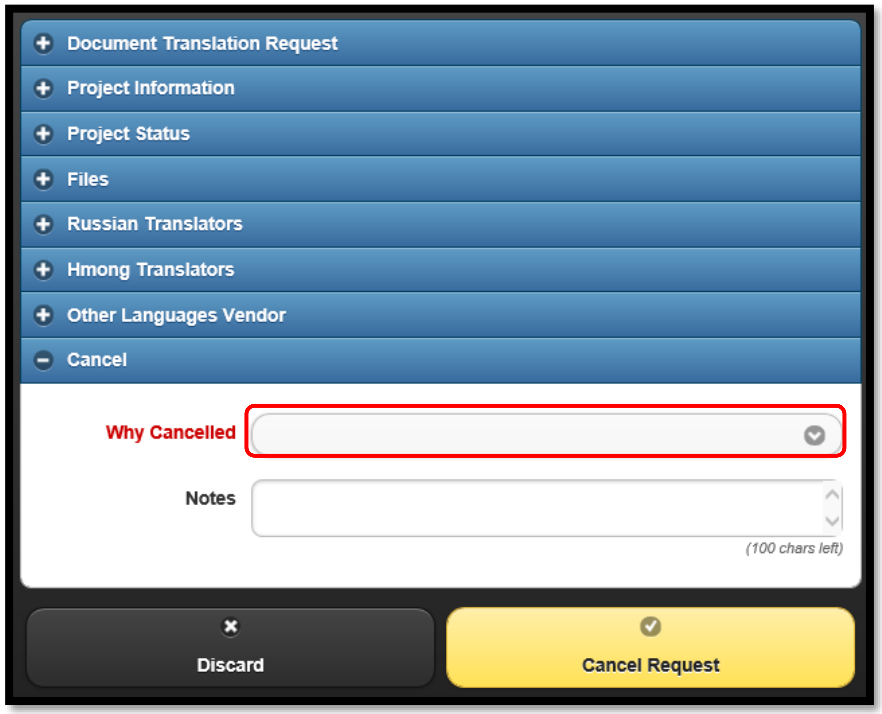
Cancelling a Request

There are few instances where a request needs to be cancelled. For example, if the request is an exact duplicate of another request in the list. Cancelling a request takes it completely out of the list as though it had never been entered, so be cautious when doing so.

1. **Click the request to cancel**
2. **Click the Cancel button** from the menu that appears



3. **Click the drop-down menu next to Why Cancelled** to make a selection from the list.



4. **Click into the Notes area and leave a detailed reason** regarding why the request needed to be canceled.
5. **Click the Cancel Request button** at the bottom of the form. You may see a verification screen indicating that the cancellation has been successful. The request immediately leaves the list.

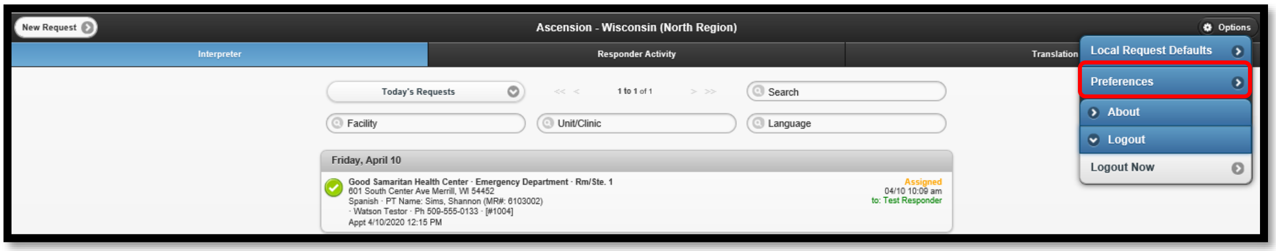
   Note: Once a cancellation has been made it cannot be undone. If it was done by mistake, the request will need to be recreated.

Accessing the Requests Portal Options

The Options menu controls some of the features specific to the Requests Portal, like how many requests can be shown on a page, or which version of the Requests Portal you are currently using, or to log out.

Changing the Number of Requests Displayed

1. From the opening page of the Request Portal, **click the Options button** in the upper-right corner.
2. **Click the Preferences option** from the menu.

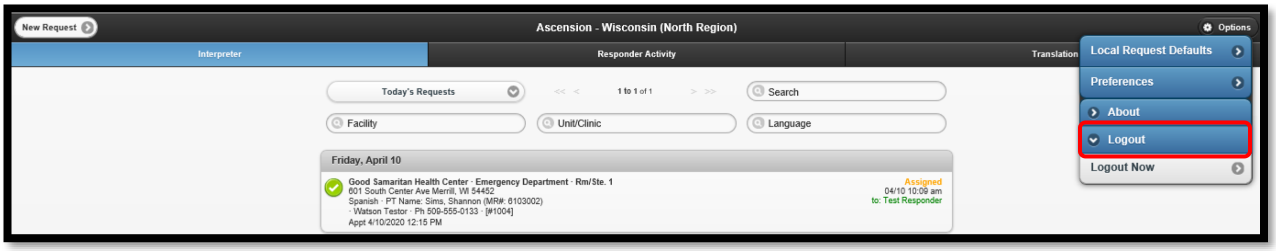


3. **Select the number of requests** you would like displayed.
4. **Click the Update button**. The list will change to display the number of requests you chose. To change it back or to another number, simply repeat these steps.

Logging Out of the Requests Portal

When finished working in the Requests Portal, it is important that you log out.

1. From the opening page of the Interpreter Services Requests Portal, **click the Options button** in the upper-right corner.
2. **Click the Logout option** from the menu.



3. **Click Logout Now.** The screen returns to the login screen and is now available for another user or for you to log in again.