

Interpreter Services Request Portal

Quick Reference Guide

Emergency Room and Inpatient Staff



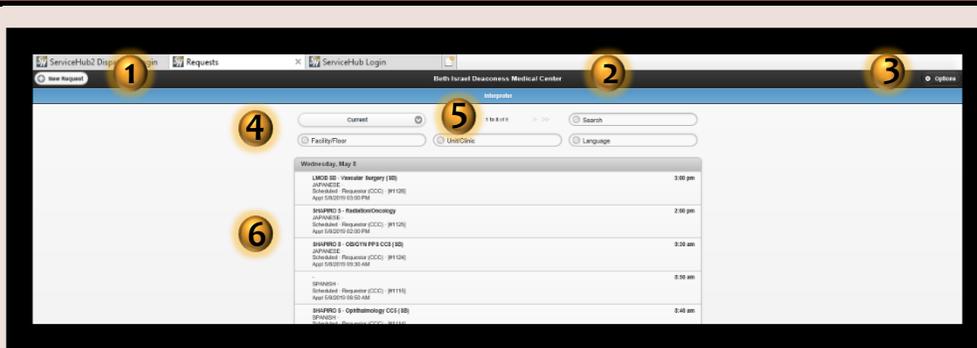
Moving information that moves your business.

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Find link to the Interpreter Services Request Portal on BIDMC Portal under Applications drop down, or visit servicehub.com/r2

THE REQUEST ASSIGNMENTS SCREEN

ENTERING A NEW REQUEST



- Click the New Request button
- Enter the patient's MRN#
- Enter the information needed in each of the fields
- Enter the information needed in each of the fields
- Click the Create Request button

VIEWING A REQUEST

- Click the request to view
- Click the View option
- When finished, click the Done button

1	The New Request button
2	The name of the hospital/company
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."

EDITING A REQUEST

CANCELLING A REQUEST

SEARCHING FOR FUTURE REQUESTS

- Tap the request to open it
- Tap the Edit button
- Add or change the Responder Notes field
- Tap the Update Request button

- Click the request to cancel
- Click Cancel from the menu that appears
- Choose the Reason for the cancellation
- Type a note in the Notes section
- Click the Cancel Request button

- From the Request Assignments screen, change the view from Current to Future
- In the Search box, type in the date you wish to find and press Enter
- Clear the search by clicking the X in the upper-right corner of the search box.