



Linguava Customer Portal

Scheduling Quick Guide

The Customer Portal allows you to place requests for new appointments online, view the appointments calendar, and check if an interpreter has been assigned.

Click here to login:
portal.linguava.com

Your username and password to access the portal will be provided by Linguava. To create a new account, please contact clientrelations@linguava.com with the full name, email address, location(s) and phone numbers of any staff needing access. Upon logging in, the system will prompt you to create a new password.

Dashboard - Calendar View

Messages and Alerts from Linguava can be found at the top of the dashboard

Calendar View gives you quick access to your appointments for the day, week or month.

Hover over a job to see a pop-up with more job details.

Click on a job for a menu of available actions

Click **Create New Booking** to enter a new request

Jobs are color coded by status, use the legend for reference

Use location filters to see jobs for a particular location.



Dashboard - Tabular View

The **Tabular View** allows you to search and filter by most job criteria

The header of each column can be used to filter for matching words or numbers

★ Create New Booking Daily Bookings Log Calendar View Tabular View

Currently Viewing Bookings For: Refresh
 Generic Hospital [All Clients] [All Locations]

Jobs Reset Columns

ID	Date	Time	Location	Language	Stat	Interpreter	Type	Ex. Dur. Hrs.	Customer(Bill To)	Last Modified By	Client
5098541	11/27/23	9:00 AM	CR room, 12106 Ne Marx St., Portland, OR 97220	Spanish	New		Onsite Interpretation (Consecutive)		Generic Hospital	daniel@linguava.com	Generic Radiology
		9:00 AM	CR room, 12106 Ne Marx St., Portland, OR 97220	Spanish	Confirmed		Scheduled Video Interpretation (Consecutive)		Generic Hospital	daniel@linguava.com	Generic Radiology
		9:00 AM	CR room, 12106 Ne Marx St., Portland, OR 97220	Spanish	Unfulfilled	Daniel Halberg	Scheduled Video Interpretation (Simultaneous)	2.00	Generic Hospital	daniel@linguava.com	Generic Radiology

Job actions can be found by clicking on the dropdown menu to the left of each job record

Type will allow you to filter by the kind of service

Status allows you to see the job's movement from offer through completion. *Confirmed* lets you know an interpreter will be present. *Unfulfilled* means that no interpreter was available for this job.

Customer (Bill to) is the field where third party payor information will be stored. For **healthcare appointments**, if the consumer has an accepted insurance carrier, you can search for the Insurance Company name or terms like "Medicaid," "Medicare" or "Workers Comp"

Choose the columns that matter most to you by selecting columns from the dropdown.

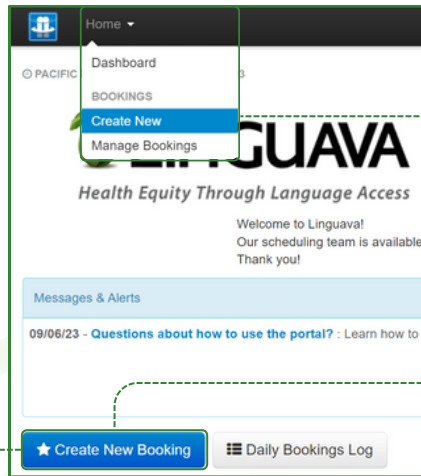
Recommended configuration is **ID, Date, Time, Language, Status, Interpreter, Type, Client, Consumer, Customer (Bill to), Ex. Dur. Hrs., Created by**

Use Ctrl + F to find the column headers quickly.

- ID
- Date
- Time
- Location
- Lng
- Language
- Stat
- Interpreter
- Team Size
- Reference
- Requirement
- Created on
- Type
- Booking ID
- Act. Dur. Hrs
- Act. Dur. Mins
- Act. Date



Creating a New Interpreter Request



Requests or “**Bookings**” can be created from the toolbar at the top of your screen, or by clicking the blue “**Create New Booking**” button on the dashboard.

Bookings require certain information:

- (1) **Requestor Information**
- (2) **Service Information**
- (3) **Appointment Details**
- (4) **Calendar** for date and time information.

Required fields are marked with a red asterisk

On any Booking Page, there are special buttons that trigger actions for certain fields:

- Will clear the field if an option has been chosen
- Will display dropdown options if available
- Will allow you to create a new option, or edit existing options
- Hover for helpful information



(1) Requestor Information:

Client - Search for associated locations by name, customer code or cost center. You can also review options with the dropdown menu

Requested by - Your profile will fill automatically - but you can update to another requestor associated with your account. You can also enable email notifications.

Customer - Will fill with your account information

Bill to - If services will be charged to a third party insurance company, select it here

Booking # - Requestor Information Status: **NEW**

Client* ? Type, select or create new client [x] [v] [e]

Customer* ? Generic Hospital [x] [v]

Requested By* ? John Smith (503-265-8515) [x] [v] [e]

Bill To* ? Generic Hospital [x] [v]

Notification Email ? jsmith@generichos.org

Notification Email Enabled ?

Client: [x]

All Matching Clients

Generic Cardiology	Generic Endocrinology	Generic Pediatrics
Generic Emergency Room	Generic Intensive Care Unit - ICU	Generic Physical Therapy
		Generic Pulmonology
		Generic Radiology

Service Information

Service Type* ? Onsite Interpretation (Consecutive) [v]

Location* ? Type, select or create new location [x] [v] [e]

Site Contact ? Site contact information

Venue Information ? [e]

Special Instructions

Onsite Interpretation (Consecutive) [v]

[Select Service Type]

Scheduled Video Interpretation (Simultaneous)

Onsite Interpretation (Simultaneous)

CART Captioning

Scheduled Video Interpretation (Consecutive)

Onsite Interpretation (Consecutive)

(2) Service Information:

Service Type - *Onsite Interpretation (Consecutive)* is the default for all requests. This is for encounters where the interpreter will be physically present, and there is one consumer and one provider.

Scheduled Video Interpretation requests allow you to schedule an interpreter for a meeting where you provide the video link.

Simultaneous requests (Onsite or Scheduled Video) are for special group sessions or trainings where pausing for the interpreter is not possible. This often requires additional equipment and preparation.

Type, select or create new location [x] [v] [e]

Location:

All Matching Locations

7000 NE Airport Way, Portland, OR 97218

Create New Location

Description [?] [Delete] Contact Person [?] Email Address [?]

Address description [?]

Apt./Unit [?] Place Name [?] Phone Number [?] Fax Number [?]

Street Address* [?] [Validate]

Street address is required and must be validated.

Type [?] Primary? [?] Remote? [?]

Service Location [?]

Cost Center [?] Cost Center Name [?] Active [?]

Accounting Sick Leave Code [?] Accounting Reference [?]

Access Code [?]

[Save Location] [Close]

Location:

Locations associated with the client account can be found via the dropdown or by typing in the search bar.

Create a New Location:

If an address isn't present, or for requests for services like home visits, you will create new service locations associated with your client account. The only fields needed are:

- **Street Address** - Must validate the address for it be accepted.
- **Type** - This should always be left as "service location."

Make sure to "Save Location"



(3) Appointment Details:

Language - Type to search, or select from the dropdown menu, by pressing . The dropdown will show matches and the Top 10 languages for your account.

Preferred Interpreter - Allows you to offer the job to a preferred interpreter first

Consumer - Is the individual for whom the interpretation service is being provided.

Language:
Most Popular Languages (Top 10)

Spanish [Alternates: Castilian]	American Sign Language [Alternates: ASL]
Tagalog	Mandarin Chinese [Alternates: Chinese Mandarin]
Arabic	Russian

All Matching Languages

Acatepec Me'phaa [Alternates: Persian [Alternates: Farsi]

Bill To Customer: AllCare...

Insurance Companies

AllCare CCO	CareOregon Advantage (Medicare)	ODS Community Dental
AllCare Medicare Advantage	Columbia Pacific CCO	Pacific Source (Medicare / Medicaid) > Pacific Source Community Solutions
AllCare PACE	EOCCO - Eastern Oregon	PAN (Project Access Now)
Capitol Dental	Coordinated Care Organization	Providence Medicaid (HealthShare) / Providence Health Assurance
CareOregon (Healthshare) (Medicaid)	InterCommunity Health Network (IHN)	Providence Medicare Advantage
	Jackson Care Connect	

Trillium Community Health Plan (HOP - Healthier Oregon Program)

Trillium Community Health Plan (TCHP)

Appointment Details

Language* Type or select a language

Interpreters Requested

Preferred Interpreter Type or select an interpreter

Consumer* Type, select a consumer

Interpreter Gender Requested [Optional: Select Gender]

Bill To* Generic Hospital

Additional References

MRN

Provider

Does the consumer have Medicaid, Medicare or Worker's Compensation coverage for this service?

Member ID

Additional Requirements

Booking Requirement OHA Credentialed

Notes about the Appointment for the interpreter

Create New Consumer

First Name* Middle Last Name*

Phone Number Email D.O.B. Gender

Record Number Responsible Payor Payor Record Number

Claim Number Date of Injury

Accounting Reference Business Unit Active?

Bill To - The Bill To dropdown will allow you to select a third party payer for the interpretation service. You can search by name, or refer to the dropdown for all available options.

Member ID - If a third party payer is selected, you are required to enter the consumer's Member ID.

Consumer - Search for existing consumers by Name or Date of Birth.

Create a New Consumer by pressing the button. Please provide First Name, Last Name and D.O.B and press Save Consumer.

Booking Requirements allow you to select Interpreter credentials or compliance standards for your request.

OHA Credentialed will require a Healthcare Interpreter from the Oregon Health Authority registry.

This field will auto-populate for Oregon Healthcare customers





(4) Calendar:

Choose the Date, Time and Scheduled Duration of your interpretation request.

After successfully saving you will be given a Booking Summary with a Booking # and a Job #

Bookings can refer to a series of connected jobs for the same consumer with the same customer and client accounts.

Jobs refer to a specific date and time.

Calendar

Expected Start Date* [] Expected Start Time* []

Duration Hours* [] [Hours] Minutes* [] [Minutes]

Time Zone* [] GMT-08:00 America/Los_Angeles PDT - Pacific Daylight Time

Notes

Job Details [] Additional information about this job for the interpreter

Font Family [] Font Size [] [B] [I] [U] [ABC]

[Save]

Success

Job was successfully created

Confirmation # Booking #3429375 / Job #5098572

Language Spanish

Date 12/13/23 8:00 AM

Duration 1 hour

Customer Generic Hospital

Client Generic Physical Therapy

Location 7000 NE Airport Way, Portland, OR 97218

Sublocation

[Return to Previous Page] [Close]

Additional Booking Options

PACIFIC DAYLIGHT TIME (PDT)

JOB DETAILS

Requestor

Location

Details

Calendar

Notes

Documents

Edit More... +

New Booking

Create Follow-up

Duplicate

Make Recurring

Cancel Job

Job Details Assignments Recurring

Booking #3429375 / Job # 5098572- Req

Client* Generic Physical Therapy

Repeat Job

Repeats: Weekly

Repeat on: S M T W T F S

Recurrence starts on: 12/13/23

Ends: After 4 additional occurrences By

Make Recurring [Close]

Cancel Booking

Please select the reason for the cancellation in this field: [Choose a Cancellation Reason]

Please enter any additional information for the cancellation in this field:

Cancel Booking [Close]

Create a Recurring Schedule -

After saving your job, Select **Make Recurring** under the **More...** menu.

Choose daily, weekly, or monthly schedule options

Create Follow-up Appointments -

Create a single follow-up to the original job. All details will be copied from the original job.

Note! Only use recurring options if the appointment is for the same consumer at the same location, etc. All recurring jobs on the same booking are available on the *Recurring* tab.

Duplicating jobs allows you to save time in data entry. It will create a new job that is not part of the same booking. Make sure to update any fields that are different from the original request

Canceling a Job

Cancel a request from the **More...** menu or the dashboard. You will be required to choose a cancellation reason when cancelling. You can also include a note.