

Instructions for contacting Compass Interpreters

- If a client/patient needs an interpreter call (315) 749-7080. You will speak with our schedulers:
 - Snay Ma (snaym@compassinterpreters.org)
 - Nurhayati Kadhim (nkadhim@compassinterpreters.org)
- Appointments can be scheduled via e-mail:
 - scheduling@compassinterpreters.org
- Schedule using our HIPPA compliant cloud based platform. Free of charge for all of all our customers.
 - <https://thecenter.interpretmanager.com> (for login credentials please call us directly to set up.)
- For ALL appointments we request the following:
 - Client Name
 - Client's Phone #
 - Language Requested
 - Time of appointment
 - Date of appointment
 - Duration of appointment
 - Type of appointment: Onsite, by phone, remote (via video platform)
 - Requester's First/Last Name
 - Requester's telephone number
- Provided that our agency receives contact information on client, our interpreter will call the client the day prior to remind them of the scheduled appointment.
- Interpreters do not take appointments directly from providers or patients. **ALL REQUESTS FOR AN INTERPRETER MUST BE MADE THROUGH OUR SCHEDULING SERVICE OR PLATFORM.**
- Please note: Any information that you would like the individual to know is conveyed while the interpreter is present. The interpreter does not act as a case worker and do not keep any information about the appointments they attend.
- If you are having difficulty with scheduling or have concerns about the service you can contact Ashley Bustos, Manager at Ashleyb@compassinterpreters.org or by cell: 315-527-6254.