

Instructions for Contacting Compass Interpreters

➤ **If a client/patient needs an interpreter call (315)749-7080.** You will speak with one of the schedulers, Stephanie Dishaw or Alesia Baranava. Occasionally Svetlana Derevenets, the Manager or another substitute will answer the phone.

➤ **Appointments can also be scheduled via fax (315) 624-9914 or via e-mail scheduling@compassinterpreters.org**

➤ For all appointments we request the following information

- Name
- Telephone number if available
- DOB – to verify identity
- Language Requested
- Requestors name & contact number

*If a patient's information can not be revealed due to confidentiality we can still schedule the appointment as "unknown client".

➤ As a courtesy our interpreters can assist with transportation. **If a client/patient needs transportation please include this information with the language request.**

➤ Provided that our agency receives contact information our interpreter will call the patient the day prior to remind them.

➤ Interpreters do not take appointments directly from providers or patients. All requests for an interpreter must be made through the scheduling service.

➤ Please make sure any information that you would like the individual to know is conveyed while the interpreter is present. The interpreters do not act as case workers and do not keep any information about the appointments they attend. If the office is having trouble contacting an individual, or has questions regarding the case, we may be able to assist you by speaking with the case workers or checking their contact information in our database.

➤ If you are having trouble with scheduling or have concerns about the service you can contact Svetlana Derevenets, Manager at (315)749-7080; (315)738-1083 X156 or at svetlanad@compassinterpreters.org

