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.