



Community Interpreting Service (CIS)

Gun Wharf, Dock Road,
Chatham, ME4 4TR

 **E:mail:** **cis@medway.gov.uk**

*(emails are monitored constantly by our staff and the quickest way to contact us)*

 **Phone**: **01634 335577**

*(a voicemail system is in place, please leave a message and an operator will get back to you)*

 **To book an interpreter for face to face or telephone interpreting:**

1. Email cis@medway.gov.uk and provide the following information in the email or attach our completed booking form to the message.
	1. Patients name
	2. Language required
	3. Date, time and expected duration of appointment
	4. Venue of appointment – surgery/clinic address or via telephone
		1. *If via telephone note whether this will be a direct call to the interpreter while the patient is with the clinician, or a conference call where the patient will join from home*
	5. *Purpose of appointment and clinician seeing patient*
2. A CIS officer will review your enquiry and book an appropriate interpreter.
3. As soon as this is done, you will be sent a confirmation email with all the appointment details and a unique reference number.

***Please email*** ***cis@medway.gov.uk*** ***if you would like to register for online booking***

**To organise a written translation:**

1. Send the document to cis@medway.gov.uk for our review - advising which language you need text translating to and from. CIS will provide you with a free quote to undertake the translation and await your approval to proceed.

**For any queries regarding booking appointments, interpreting, translation, training or information on cultural advice, please contact us, we are always happy to help.**



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Enquiry Form

e:mail : cis@medway.gov.uk

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| --- | --- |
| **Please enter your details:** | **Please enter invoice address details:** |
| Name: | Attn: |
| Team/Department: | Team/Department: |
| Practice G Number:  | NHS Trust: |
| Address:Tel: Ext: | Address:Tel: Ext: |
| Please enter the relevant Purchase Order Number or Cost code if required by your service: |  |
| Please enter the language required and country of origin if known | Language: | Origin: |
| Please enter the date, time and duration of the appointment | Date: | Time: | Duration |
| Please enter the client name and contact number if relevant | Name: | Tel: |
| Please enter the address where the appointment will take place or details of telephone interpreting – ie. conference call or direct call to interpreter | Address: | Telephone: |
| Please enter the name of the service professional attending: |  |
| Reason for appointment: |  |
| Please enter any special instructions: | Name of preferred Interpreter (if relevant): | Male  | Female |

CIS

cancellation and waiting time policies

Cancellation fee:

• If an interpreter is booked for an appointment which is cancelled within
24 hours of the due appointment time and the interpreter is not offered an appointment in lieu then the Service Provider (the agency who requested the interpreter) will be charged for the duration of the appointment. If travel time or expenses are incurred, these will be also charged to the Service Provider.

* If an interpreter arrives for an appointment where the client does not arrive or the appointment does not take place due to circumstances other than the interpreter’s lateness, the Service Provider will be charged for travel time and expenses, and for the duration booked.

• If an interpreter is booked for telephone interpreting and the Service Provider does not make the call within 15 minutes of the agreed time, there will be a charge for the duration booked.

Waiting time:

• Waiting time will be charged at the same rate as interpreting time. Waiting time is classified as the time the interpreter is required to wait **after** the arranged start time of the appointment. Arriving early for an appointment does not constitute waiting time