

Incorporate Prescheduling into Your Language Access Plan

In certain situations, prescheduling an interpreter enhances communication effectiveness and improves service delivery, benefiting all parties involved. It is important to outline expectations around preschedule appointments in your organization's language access plan. Review these common scenarios used for prescheduling appointments - along with best practices – to build your policy around the use of prescheduling.

When to Preschedule Appointments

You have regular appointments with the same non-English language preference (NELP) individual

WHY THIS MATTERS: Creates a consistent experience for the NELP individual.

You know you will be discussing a sensitive topic

WHY THIS MATTERS: Ensures the comfort of all parties by disclosing the nature of the appointment to the interpreter in advance.

You know you will need to connect to a video language other than Spanish or ASL after hours

WHY THIS MATTERS: Guarantees the availability of a specific language outside standard hours of operation.



did you know

When prescheduling appointments, you can request a certain interpreter? Just add their interpreter ID in the special request field.



did you know

When prescheduling appointments, you can request an interpreter by gender? Just include the request in the special request field.

You know you will have multiple providers (and therefore potential downtime between visits) interacting with an NELP individual

WHY THIS MATTERS: Ensures the interpreter will stay for the duration they're needed. On-demand interpreters will remain on the line for only 10 minutes if not in use.

You or the NELP individual would prefer a video interpreter

WHY THIS MATTERS: We always do our best to secure an on-demand interpreter every time, but if the appointment is crucial or sensitive, it's a good idea to plan ahead.

You would like a video interpreter in a language we don't offer over video

WHY THIS MATTERS: Just because we don't offer a language over video doesn't mean we won't try our best to get one for you!

You need an interpreter in a language of lesser diffusion

WHY THIS MATTERS: Languages with fewer speakers means an interpreter may not always be available on demand when you need them.

You need the interpreter to review materials before the appointment

WHY THIS MATTERS: Gives us the chance to send the required material to the interpreter and gives the interpreter time to prepare before the appointment.



did you know

When prescheduling appointments, there is no maximum duration? An interpreter will stay on as long as you need them.

Best Practices

Make a request as far in advance as possible. CLI requires a minimum of 24 hours' notice to accommodate an appointment request.

Include the expected duration of your appointment. You will not be held to the expected duration of your appointment.

Include any information that will help us get the right interpreter. CLI will accommodate gender and interpreter preferences as often as possible.