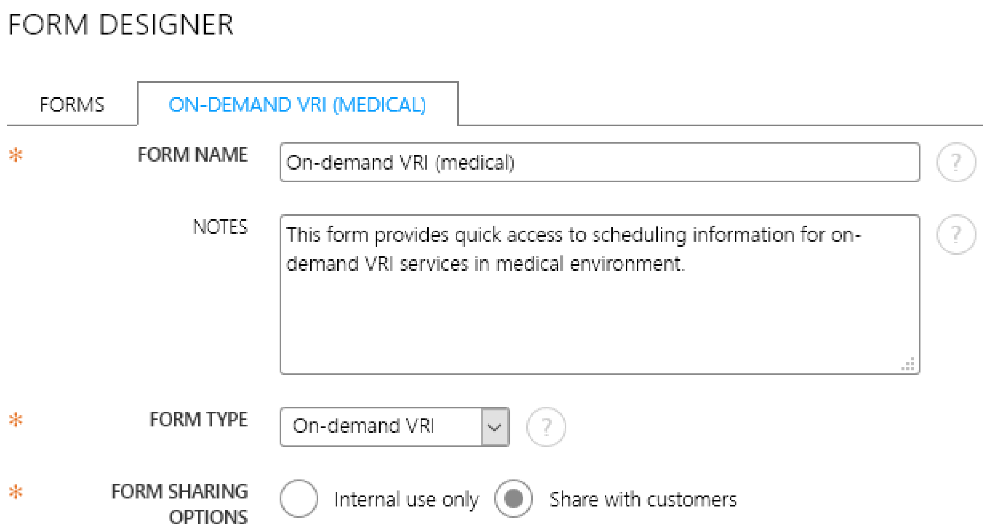
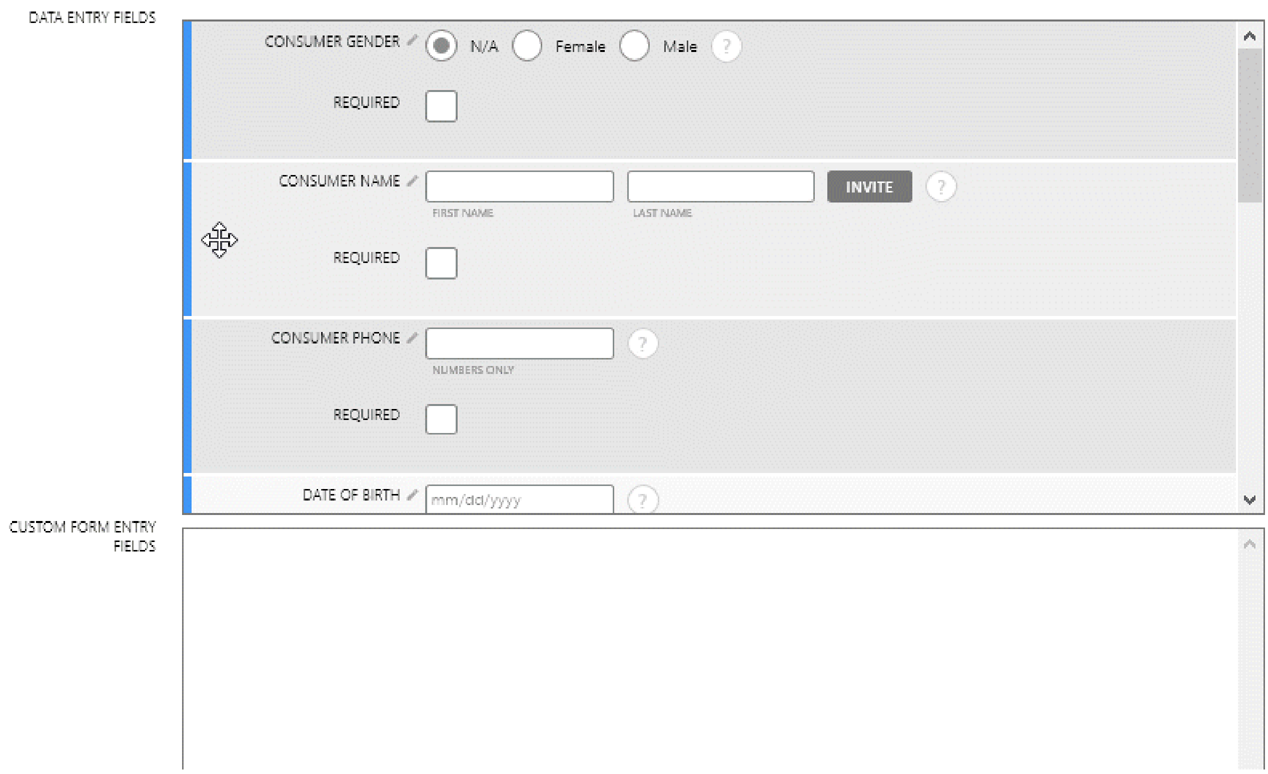
ON-DEMAND VRI ASSIGNMENT

CUSTOM FORM FOR ON-DEMAND VRI SERVICES

Before user initiates the VDO session, custom form can be presented to collect information necessary for record keeping or billing. To create custom form, navigate to TOOLS AND SETTINGS > LABS > Form designer. Click on CREATE CUSTOM FORM button. Using FORM NAME field provide distinctive name for the form. If necessary, include extended description of the form. Use FORM TYPE to select On-demand VRI form and click on Share with customers selector.



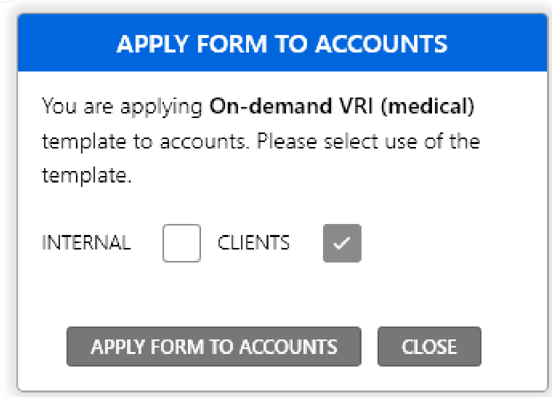
Scroll down to the list of fields. By dragging and dropping fields from DATA ENTRY FIELDS to CUSTOM FORM ENTRY FIELDS section, create custom layout.



To create environment familiar to your clients, click on the field name to rename it. When done, click on SAVE button at the bottom of the screen.

Forms can be easily replicated using CLONE button under the FORMS tab.

To quickly populate newly created form, use APPLY button and select CLIENTS option. Click APPLY FORM TO ACCOUNTS to make it default option for all accounts.



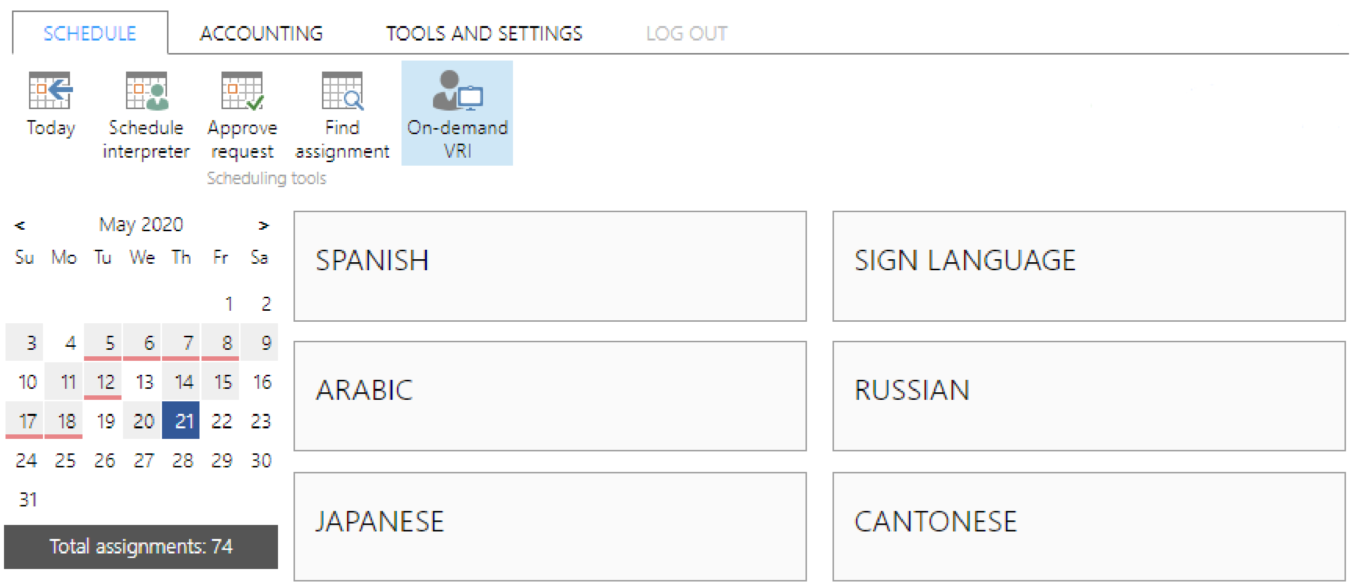
ACTIVATE ON-DEMAND VRI SERVICES

Please read how to activate VDO and ON-DEMAND services.

CLIENT ACCESS TO ON-DEMAND VRI SERVICES

When on-demand services are activated and account is configured with VDO ACCOUNT option, an extra icon will appear on the toolbar for all users of the account.

Clicking On-demand VRI button will provide list of languages, ordered by frequency of use.

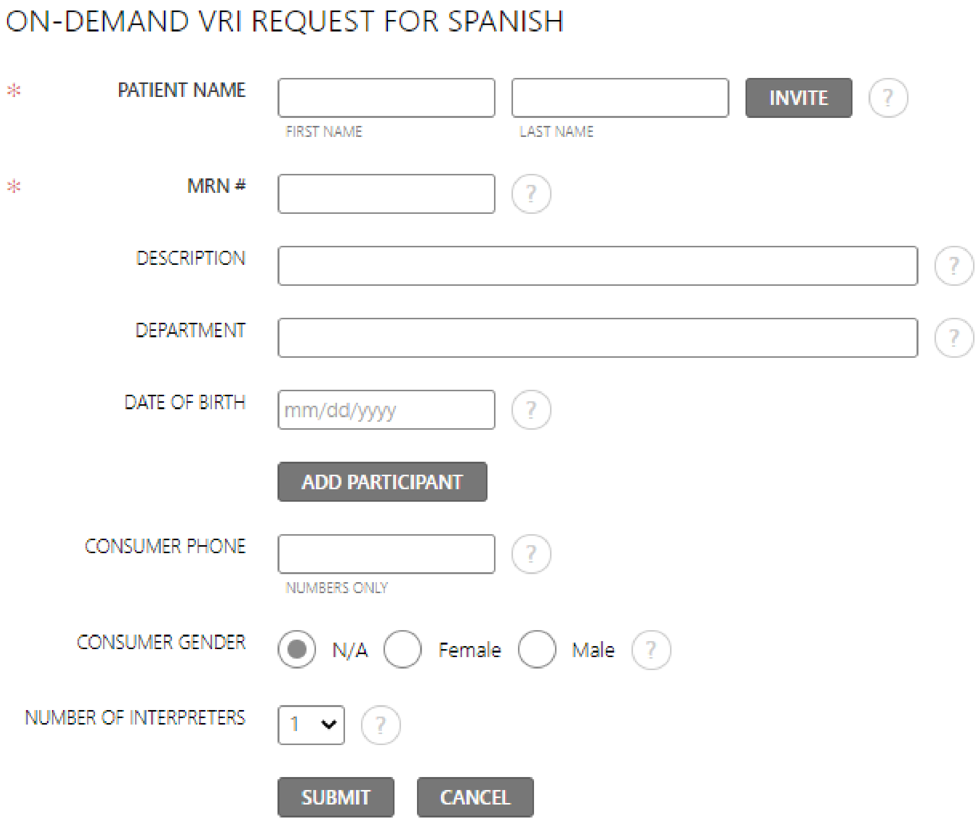


> Layout for each user may look slightly different, based on type of device and screen resolution

Most frequently used languages will be shown in the top row, left to right order.

INITIATING REQUEST FOR ON-DEMAND VRI SERVICE

Selecting the language allows requester to initiate VDO session connection. When custom form is configured for an account, the requester will need to complete all fields marked as mandatory. Below is an example of the form with the patient name and MRN # fields set as mandatory.



ADDING PARTICIPANTS

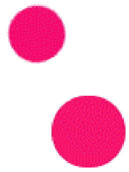
When necessary, more participants can be added to the event. After first and last name of the consumer are entered, clicking on INVITE button will add the consumer as a participant. Participants can be added using ADD PARTICIPANT button. ScheduleInterpreter® sends invitations to all individuals, containing "click to join" personalized secure and encrypted link. For security purpose, all participants are notified only after the session begins.

ON-DEMAND VRI AS A TEAM

When custom form is configured and NUMBER OF INTERPRETERS is selected, ScheduleInterpreter®

WAITING AND CONNECTING TO AN INTERPRETER

After all information is entered and SUBMIT button is clicked, the screen is updated to show the following message, based on selection of the language.



Please wait. We are creating secure environment and connecting you to a Spanish interpreter.

The message will remain on the screen until qualified interpreter answers the request or NO ANSWER WAIT TIME, set in the CONTROL CENTER, is reached. If no interpreter answers the request, a new message to WAIT MORE or USE VOICE ONLY option is shown. In addition, voice prompt offers vocal suggestions.

WAIT MORE **USE VOICE ONLY**

Sample of the voice prompt

Selecting WAIT MORE option will reset timer for NO ANSWER WAIT TIME and will allow requester to wait for the next available interpreter.

> While requester decides on how to proceed, ScheduleInterpreter® may locate qualified linguist and automatically start the session.

To ensure accuracy of the data collection and to allow all parties to reconnect, in case of power or internet outage, ScheduleInterpreter® will instantly create a record and populate information, collected during the initial stage. All information will appear on the schedule and can be accessed by the requester, one or multiple vendors and staff members.

After all records are created, ScheduleInterpreter® will effectively treat on-demand assignment as pre-scheduled with all functionality and options. Read more about pre-scheduled assignments.

USING VOICE ONLY

If customer account is configured with over the phone interpreting (OPI) selecting USE VOICE ONLY option will show custom message. The template for the message is available in CONTROL CENTER under the VDO tab. The message can be enhanced with `{opiAccessCode}`, a special keyword that will embed account specific access code for OPI services.

Please dial 707.400.0503 and use access code 4557784 to connect.

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