



## Virtual Onsite Interpreting Request



**To submit a Virtual Onsite Interpreting request or ASL American Sign Language, please fill out this form completely and send it to the email listed below.**

- If at all possible, please provide us 2 business days' notice. However, we realize this is not always possible and we will do our best to fill any Virtual Onsite Interpreting Request.
- Send this completed form to: [onsiterequests@language.com](mailto:onsiterequests@language.com) and copy: [cchp.quality@cchealth.org](mailto:cchp.quality@cchealth.org)
- Questions or 24 hrs. cancellations may be directed to 1-888-225-6056, Option 1

### **Information for Interpreter Request**

- Name of your company/organization: **Contra Costa Health Services**
- Client ID (if applicable): **297300, Cost Center 6125**
- Requestor's Name:
- Requestor's Telephone Number (and cell phone number or alternative number to put on file if applicable):
- Requestor's E-mail Address (required information):
- Requested Language:
- Preferred Interpreter (if any):
- Represented facility address (to ensure this is applied to the correct account):
- **Which meeting platform will you use? REQUIRED (Zoom, GoTo Meeting, Google Hangouts, etc.):**  
**Hyperlink to video bridge (Zoom, etc.) REQUIRED:**

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- Doctor's or Provider's Name (If applicable):
  - Patient's name:
  - Contra Costa Health Plan ID:
  - Nature of the request (i.e., new patient, interview, sick visit, follow up, etc.):
  - Date(s) of Appointment:
  - Start Time(s):
  - How long Interpreter(s) Needed: until
  - Interpreter Gender Preference (if any): **N/A**
  - **Cost saving tips when requesting a Scheduled Video interpreter are below**

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*The below details are subject to the current terms & conditions of your existing Language Line Agreement*

1. For Scheduled Video onsite appointments, the pricing, terms, and conditions are the same as your terms for physical onsite appointments.
2. When possible, schedule interpreters for assignments to take place Monday through Friday between the hours of 8am and 5pm to avoid after-hour premium rates.
3. **Contact us at least 1 full business day in advance to cancel an interpreter request to avoid the cancellation fee.**
4. Requests that are placed less than one full business days' notice are subject to premium rates.