

Communication Access Services Portal:

How to Make a Service Request

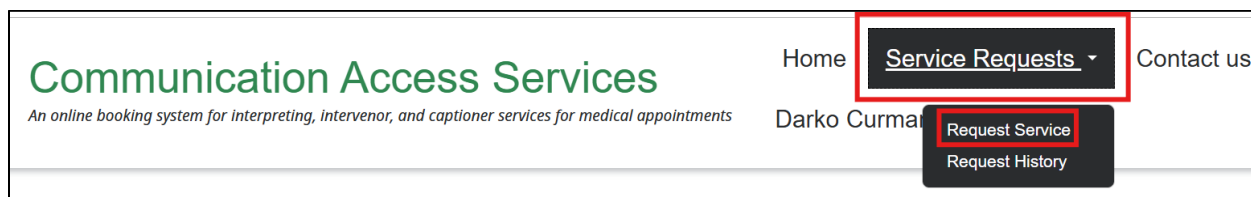
This resource guide is for staff, managers, and manager designates who submit communication access service requests for interpreters, captioners and intervenors through the Communication Access Services portal.

Confirm that you can access the Communication Access Services portal using your approved login method.

- Confirm that the correct service area is available in your profile.
- Have the appointment date, start time, expected duration, service type, and appointment location ready before starting the request.
- Have the required patient and appointment details available, including the patient's name, contact information, Personal Health Number, requested language or communication support, and provider information.
- If the request is for a virtual appointment, confirm the connection details and location instructions before submitting.

Step 1: Open the Service Request Form

In the portal, select the Service Request tab located on top of your home page. and choose Request Service from the drop-down menu. This opens the service request form. If you support more than one service area, take a moment to confirm that you are submitting the request under the correct area before entering appointment details.



Step 2: Enter Location and Time Details

- Select the calendar icon to define the date of request

Appointment Start Date

M/D/YYYY h:mm A



- Select the clock icon to enter the appointment start time.

Appointment Start Date

M/D/YYYY h:mm A



< June 2026 >

Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11



- Enter the expected appointment duration.

Duration

1 hour

- Select the service required, such as spoken language interpreting. The following options are available.
 - ASL (On-Site or Virtual Visit)
 - Captioning (On-Site or Virtual Visit)
 - Intervenor (On-Site or Virtual Visit)
 - Spoken language (On-Site or Virtual Visit)

- If Spoken Language is selected, a new field will appear. Select required language.

Language Required *

Croatian

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- Select the service area for the request. If the expected service area is not listed, confirm your access with your manager.

Service Area

Select service area

Select service area

Access and Assessment Centre (VGH Vancouver General) 3690 - 803 W. 12th Ave., Vancouver, BC, V5Z1M9

Chemotherapy Treatment (BC Cancer – Kelowna) 3052 - 399 Royal Avenue, Kelowna, BC, V1Y 5L3

Chemotherapy Treatment BC Cancer – Victoria 2705 - 2410 Lee Ave, Victoria, BC, V8R 6V5

- Select **Recurrence** if more than one appointment is needed for the same patient on a repeating date and time. Provide the recurrence details and specify an end date.

Recurrence

[Check Communication Professional Availability](#)

Recurrence options

Repeat every 1 week M T W T F S S Choose an end date mm/dd/yyyy

Time suggestions

Occurs every Tue 09:30 a.m. - 10:30 a.m. (60 mins)

Occurs every Wed 09:30 a.m. - 10:30 a.m. (60 mins)

- Click on **Check Communication Professional Availability** to confirm if any of the interpreters, captioners and intervenors from our pool are available for your request.

Note: If no Communication Professional are available, you could still submit the request, and PLS Customer Support team will work on filling it.

[Check Communication Professional Availability](#)

Step 3: Enter Appointment Details

- Enter the patient's name and contact information. PHN is required to support accurate identification and help identify potential duplicate requests.

Patient John	Patient Cell Number Provide a telephone number
Patient Email Address jdoe@phsa.ca	Patient PHN 987654321

- Enter the name of the attending physician, provider, or clinical contact associated with the appointment. Provide details on the nature of the appointment as well as any infection precaution required. This will ensure that the most suitable interpreter is matched to the appointment.

Clinician or Staff Member Dr. Jane Doe	Attending Professionals
Special Considerations Select or search options	Treatment Purpose Follow Up
Abortion related ☒ No ☐ Yes	Infection Control Precautions Mask

- For requests that may take place at an address different than the service area, select off-site and provide the address for the off-site appointment.

Step 4: Review and Submit

Before submitting, review the service area, appointment date and time, duration, patient details, requested language or communication support, service type, location, provider information, and appointment notes for accuracy. Submit the request only when all required fields are complete. Accurate information helps reduce follow-up questions, duplicate requests, and delays in assigning the appropriate communication access provider.

Reviewing Request History

After submitting, use the request history or status information available in the portal to monitor updates. If the appointment details change after submission, update the request as soon as possible.

- To review Request History, navigate to the Service request pull down menu and select request history



- Selecting Request History will list all the upcoming appointments for the service areas assigned to you.

<u>Request ID</u>	<u>Service Account</u> ↑	<u>Service Area</u>	<u>Service Required</u>	<u>Start Date</u>	<u>End Date</u>	<u>Language Required</u>	<u>Alternate Language Required</u>	<u>PHN</u>	<u>System Status</u>	<u>Created On</u>	
00155	BC Cancer – Victoria	Chemotherapy Treatment BC Cancer – Victoria 2705	Scheduled On-Site: ASL	6/25/2026 10:00 PM	6/26/2026 12:00 AM	ASL		987654322	Unscheduled	6/15/2026 3:25 PM	▼
00192	BC Cancer – Victoria	Chemotherapy Treatment BC Cancer – Victoria 2705	Scheduled On-Site: Spoken Language	7/6/2026 9:50 AM	7/6/2026 10:50 AM	Chipewyan			Unscheduled	6/22/2026 9:56 AM	▼
00195	Vancouver General Hospital	Access and Assessment Centre (VGH Vancouver General) 3690	Scheduled Virtual Visit: Spoken Language	6/26/2026 1:00 PM	6/26/2026 2:00 PM	Mandarin		123456789	Scheduled	6/23/2026 12:47 PM	▼
00196	Vancouver General Hospital	Access and Assessment Centre (VGH Vancouver General) 3690	Scheduled On-Site: Spoken Language	6/26/2026 3:00 PM	6/26/2026 4:30 PM	Punjabi		234567891	Canceled	6/23/2026 12:52 PM	▼
00243	Vancouver General Hospital	Access and Assessment Centre (VGH Vancouver General) 3690	Scheduled On-Site: Spoken Language	6/29/2026 1:00 PM	6/29/2026 2:00 PM	Punjabi		345678912	Unscheduled	6/25/2026 1:19 PM	▼

Table Definitions

Request ID – Refers to the request number that has been assigned to the appointment. The request ID is clickable, and when selected will allow the user to make edits to this request.

Note: Any changes made will be saved to the request.

Service Account – The facility or program area where the request is taking place

Service Required – The communication service that is being requested

Start Date – The start date and time of request

End Date – The end date and time of request

Language Required – the language that was selected for service

Alternate Language required – if alternate language was selected it will be listed here

PHN – the personal health number of the patient under which the request was booked

System Status – the current status of the request. The status can be one of the following

- **Unscheduled** – No interpreter has been scheduled.
- **Scheduled** – Communication access professional has been booked and service is pending.
- **Completed** – Service has been completed.
- **Canceled** – Request has been cancelled.
- **Posted** – This status is for internal purposes only.

Created on – the day the request was entered into CAS

Editing Existing Requests

Oftentimes, medical appointments are rescheduled due to a number of factors. Users have the option to make edits to existing requests that are either in unscheduled or scheduled status.

- To edit existing requests, select request history from the Service Requests pull down menu.



- Find the service request that requires editing and select the yellow arrow icon in the end of the row to activate the activate a pull-down menu

00196	Vancouver General Hospital	Access and Assessment Centre (VGH Vancouver General) 3690	Scheduled On-Site: Spoken Language	6/26/2026 3:00 PM	6/26/2026 4:30 PM	Punjabi	234567891	Canceled	6/23/2026 12:52 PM	
00195	Vancouver General Hospital	Access and Assessment Centre (VGH Vancouver General) 3690	Scheduled Virtual Visit: Spoken Language	6/26/2026 1:00 PM	6/26/2026 2:00 PM	Mandarin	123456789	Scheduled	6/23/2026 12:47 PM	Submit Feedback Duplicate Request Edit Request Cancel Request

- Select Edit Request on the pull-down menu. A pop-up window will appear.

Update Request

Appointment Start Date

6/29/2026 10:00 AM

Patient

Test Patient 3

PHN

345678912

Service Required

Scheduled On-Site: Spoken Language

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Attending Professionals

None

Special Considerations

Select or search options

- On this window, you can make edits to the service request. When you are finished making the edits, select submit to update the service request with the changes you have made.
- You can also use the yellow pull-down menu to:
 - Submit Feedback – If there were any issues noted with the service provided, this form can be used to provide feedback.
 - Duplicate request – If this is selected, a new service request will open with details from the original request. You can make edits and submit to create a new service request.
 - Cancel request – This is used to indicate that a service request is no longer required.
- **Privacy reminder:** Include only the patient information required to complete the communication access service request. Do not include patient information in general portal support emails or registration support requests.