

Community Language Telephone Interpreting Community Pharmacy Services Guidance

Available 24 Hours 7 days a week – No need to be pre-booked

Telephone Interpreting

Telephone interpreting (via Language Line Solutions) is the first option for all interpretation for non complex consultations unless bad news is being shared, consent or healthcare proxies are involved or for mental health encounters. No special telephones are required, but if available, use the speaker facility on your phone.

Telephone Appointments and Calling Patients and Carers

To phone a patient or carer at home or for telephone appointments follow the instructions below. Once the interpreter is on the phone they will ask you: ***'Is the patient with you or do you want us to call the patient?'*** Ask the interpreter to call the patient and give them the patient's phone number. The company will dial the number and once the patient or carer has answered the phone the interpreter will introduce themselves and then introduce you. If appropriate you may want to leave a voice message. To do this pass voice message onto the interpreter prior to them dialling the patients or carers phone number.

Good Practice

Speak directly to the patient, i.e. How are you today?

To contact Language Line Solutions phone: 0800 028 0073

When you phone the company the:

operator will ask: **What is your client identity code?**

Your answer: **416741** *(If you would prefer a male or female worker please let them know)*

operator will ask: **What is your name?**

Your answer: *State your first and last name*

operator will ask: **What is your company's name ?**

please include your full company's name for example, Lloyds Chemist, Hayfield Road, Kirkcaldy

operator will say: **Please hold for an interpreter.**

The average connection time from operator to interpreter for NHS Fife is 90 seconds. If you feel it is taking too long to connect to an interpreter hang up and try again (due to computer problems the connection can be lost although this is very rare).

Once the interpreter is on the line they will introduce themselves by their first name and interpreter's number. You should then introduce yourself to the interpreter (*give a brief outline for the reason for the call*). When you no longer need the interpreter, thank the interpreter and end the call.

If you require further information please contact Equality and Human Rights at:
fife.EqualityandHumanRights@nhs.scot or phone 01592 729130 or ext 29130