

# Community Language Telephone Interpreting Guidance

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

## Telephone Interpreting and Calling Patients/Telephone Appointments

Telephone interpreting (via Language Line Solutions) is the first option for all NHS Fife appointments and phone calls to patients that require community languages interpretation support. No specific telephone is required, but if available, use the speaker facility on your phone.

Once the interpreter is on the phone they will introduce themselves and give you their interpreter number. They will ask you: **'Is the patient with you or do you want us to call the patient?'** If required the interpreter can dial the patient/carer's phone number and once the patient/carer has answered the interpreter will introduce themselves and then introduce you. If appropriate you may want to leave a voice message. When using this service it is good practice to always speak directly to the patient, i.e. How are you today?

**To contact Language Line Solutions phone: 0800 028 0073**

Here are questions which you may be asked:

- Operator will ask:** What is your client identity code?  
Your answer: 692532 (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 base?  
Your answer: *State the name of your Pharmacy*
- Operator will ask:** What is your ward, service or department?  
Your answer: *State the address of your Pharmacy*
- Operator will say:** Please hold for an interpreter.  
When you no longer need the interpreter end the call.

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