

Do You Need an Interpreter?

A **SS** **ESS** To assess if a person is able to fully understand and communicate in a health care situation, ask the following questions:

Can you please tell me why you are here?

If the person has difficulty in understanding and communicating in English,
Follow the Flowchart

I need information from you, about any past admissions, medical conditions and treatment!

If **you** experience difficulty in understanding the person's response
Follow the Flowchart

Do you need an Interpreter?

If Yes - Follow the Flowchart

If No, the person's reason for this should be clearly recorded

Book

FLOWCHART

for Booking a Health Care Interpreter 24/7

What language do you speak? e.g. Cantonese or Mandarin not Chinese, Arabic from Sudan or Lebanon?

Do you need an Interpreter:

- Onsite
- Via Video
- Via the Phone? (faster via phone & video)

Do you need a Male or Female Interpreter? (where available)

Call: **9912 3800** or
Fax: **9840 3789**
Email: wslhd-hcis-InterpreterBookings@health.nsw.gov.au
e-Orders (Available for inpatients only)

Urgent requests *ARE NOT* to be emailed or faxed

Confirm

Record **all** booking details in the person's file /electronic record e.g. FirstNet, iPM
HCIS will confirm the booking with you.