

## Communication Support for Spoken Language, British Sign Language and Interpreting Policy

<b>Author:</b>	Equality and Diversity Manager	
<b>Responsible Lead Executive Director:</b>	Executive Director of NMAHPs	
<b>Development &amp; Approval Group or Team</b>	Equality and Diversity Team	
<b>Endorsing Body:</b>	Equality and Diversity Steering Group	
<b>Governance or Assurance Committee</b>	Health Care Quality Assurance & Improvements Committee	
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<b>Responsible Person</b>	Equality and Diversity Manager	

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## Communication Support for Spoken Language, British Sign Language and Interpreting Policy

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CONSULTATION AND DISTRIBUTION RECORD			
Contributing Author / Authors		<ul style="list-style-type: none"><li>• Hina Sheikh</li><li>• Chris Kimber</li></ul>	
Consultation Process / Stakeholders:		<ul style="list-style-type: none"><li>• Eddie Docherty Director of NMAHPs</li><li>• Equality and Diversity Steering Group</li></ul>	
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## **1. INTRODUCTION**

Effective communication is vital for the provision of high-quality services and care. It is important that for all health appointments or interventions we provide an interpreter or communication support in order for our patients to participate in their care

The Equality Act 2010 places a legal duty on public authorities to provide barrier free access to those with Protected Characteristics, this includes race and disability. There is a legal requirement to provide interpreting and communication support to patients and their carers.

This policy sets out how NHS Lanarkshire (NHSL) will provide access to communication support for face to face spoken language interpreters, British Sign Language (BSL) interpreters, Deafblind communicators, Deaf relay interpreters, lip speakers/readers, note takers and speech-to-text reporters (palan typists).

## **2. PURPOSE, AIMS AND OUTCOMES**

### **Purpose**

The purpose of this policy is to make sure there is a clear and consistent approach in the provision of interpreting and spoken communication support for our patients, their carers and service users. The policy is aimed at all staff involved in the provision of healthcare.

It will support staff to understand interpreting and communication support needs and ensure that patients for whom english is not their first language have equitable access to health services.

### **Aims:**

The Communication Support for Spoken Language, British Sign Language and Interpreting Policy (CSSLBSLIP) will:

- Provide the framework for NHS Lanarkshire to meet the legal requirements to provide interpreting and communication support to patients and their carers if required.
- Define the roles and responsibilities for NHS Lanarkshire staff in providing communication support
- Describe interpreting and communication support and why it is important
- Provide clear guidance on how to identify the type of interpreting required
- Provide clear guidance on interpreting services available
- Direct staff to appropriate interpreter access

### **Outcomes:**

- A standardised procedure for staff to access communication support services effectively and efficiently, ensuring service user communication needs are met to enable the provision of healthcare.

## Communication Support for Spoken Language, British Sign Language and Interpreting Policy

- NHSL staff will understand the range of interpreting services available and how to access them
- NHS Lanarkshire to meet the legal requirements outlined in the Equality Act 2010 authorities to provide barrier free access to those with Protected Characteristics, this includes race and disability.

### 3. **SCOPE**

#### 3.a **Who is the Policy intended to Benefit or Affect?**

This policy is pan-Lanarkshire and supports interpreting related needs for NHSL patients or their carers.

#### 3.b **Who are the Stakeholders?**

NHSL staff, patients, service users/their carers, external service providers to NHSL patients i.e pharmacies, opticians, dentists and partner agencies

#### 3.c **Confidentiality and Data Protection**

NHSL take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential. In order to find out more about current data protection legislation and how we process your information, please visit the Data Protection Notice on our website at [www.nhslanarkshire.scot.nhs.uk](http://www.nhslanarkshire.scot.nhs.uk) or ask a member of staff for a copy of our Data Protection Notice.

### 4. **PRINCIPAL CONTENT**

#### 4.a **Why is Interpreting and Communication Support Important?**

NHSL staff should be aware that people who require interpreting:

- can find it difficult to access language support in the health service, leading them to experience inequitable access to health services and information
- need to be identified quickly by staff so that appropriate language support can be put in place
- may not understand information written in English
- may also have difficulty understanding written healthcare information and messages.
- may also experience communication misunderstandings due to cultural differences
- may experience greater communication difficulties in stressful or emotional situations

NHSL staff should understand that when they cannot communicate with a patient directly, language difficulties can occur. Therefore, they need to ensure that the most appropriate interpretation or communication support service is in place for delivery of person-centred care. NHSL provision of interpreters and communication support enables people to make more informed choices about their care. For staff, it will aid communication with

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patients/their carers, will assist with diagnosis, and help in the process of obtaining informed consent.

The following applies to face to face spoken language interpreters, video and telephone interpreting, British Sign Language (BSL) interpreters, Deafblind communicators, Deaf relay interpreters, lip speakers, note takers and speech-to-text reporters (palan typists) and any other forms of communication support required to meet the needs of the patient or their carers.

The following section shows when, what type, and how to access the range of communication services available.

### 4.b Deciding whether an interpreter is needed

Interpreters should be booked/accessed for any consultation or interaction where a patient cannot communicate or understand spoken English to participate in their appointment or procedure. This is determined by the patient and/or clinician requesting communication support.

To determine the type of interpreting service required refer to the protocol specific to your service, it should support you to identify;

- Type of interpreting service to be used (Face-to-Face, video or telephone)
- Language spoken or type of communication need i.e. Polish/BSL

### 4.c Pre-assignment check

- Familiarise yourself with the guide on working with interpreters. (Appendix 5).
- The interpreter will report to the clinician/staff member named on the booking request; they are not provided with the patients' name
- The unique booking reference number (BRN) and the interpreter's photo identification badge should be checked to ensure that the details match the request
- If there is any doubt as to the details of the assignment, please contact [InterpretingService@ggc.scot.nhs.uk](mailto:InterpretingService@ggc.scot.nhs.uk) or call 0141 347 8811
- The interpreter should be briefed by staff prior to the patient's appointment on any specific terminology and the general context of the health appointment
- A leaflet explaining the role of an interpreter to patients is available in a number of community languages see link:  
<http://firstport2/staff-support/interpreting/default.aspx>

### 4.d Criteria for when to use or book a face-to-face interpreter:

1. British Sign Language User/Deafblind service user (see appendix 4 for Dos and Don't)

For Community Languages;

2. When the consultation expected to last longer than 30 minutes – (use your discretion as it's still cost effective to use telephone interpreting up 50 minutes).
3. When there is a mental health aspect to the consultation
4. When the consultation involves serious diagnosis or bad news

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5. When the consultation involves giving consent for an operation or investigation or has a power of attorney (this is very specific and routine consent does not require a face to face interpreter)
6. For consultations involving Child Protection, Vulnerable Adults or Gender Based Violence issues
7. For complex discharge instructions
8. Maternity services (triage/routine pre and post-natal care does not require face to face)
9. Encounters that involve family/carer discussion
11. When there is another reason for why a face to face interpreter would be appropriate for this consultation (Patient has dementia or other complex needs).

**All appointments for children** (whether the child or the parent/guardian requires an interpreter). Where there are concerns around the child's safety or welfare interpreters must be used to interview children alone without a parent or guardian present to clarify the child's version of events and to enable their wishes and feelings to be understood.

**Continuity of interpreters** can be offered in the following circumstances: - Mental Health appointments - Trauma related appointments - Maternity appointments - A series of therapeutic interventions - End of life care - For patients with additional vulnerabilities such as dementia – this can be requested on the request form.

The protocols shown in **Appendices 1 for Acute & 2 for Community & Specialist services** are generic blank ones. Please note that each acute site, locality and some specialist services will have individual protocols with their own ID codes. All site and service specific codes can be found on the Interpreting page on firstport see link: <http://firstport2/staff-support/interpreting/default.aspx>

### 4.e Protocol for Deafblind interpreters/interpreting

- A Deafblind service user requiring the use of a Deafblind Guide/Communicator will book directly with Deafblind Scotland <http://www.deafblindscotland.org.uk/> and will arrive with the Guide/Communicator of their choice. **The Guide/Communicator role is not as an interpreter but to provide support to attend services.** The Guide/Communicator will ask NHS Lanarkshire staff to sign a time sheet as proof of attendance to service/s.  
Staff are not required to pre-book Deafblind Guide/Communicator as the service user will do that directly themselves.
- **A Deafblind service user may request a BSL interpreter or touch interpreter, these will be required to be booked by NHSL.**  
See link for further definition <http://www.deafblindscotland.org.uk/>

### 4.f Types of interpreting available:

#### Face-to-Face Interpreting

Face to face interpreting is carried out using simultaneous or consecutive interpreting with the Interpreter present during the consultation.

- Simultaneous interpreting is when the interpreter speaks at the same time as the English speaker with a slight delay. Simultaneous interpreting can be requested

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for group work situations or when there is more than one language speaker in the room, e.g. antenatal group work.

- Consecutive interpreting is when the interpreter hears a section of one language then interprets it into another.

### NearMe

NearMe is a video consulting service that enable people to have health and social care appointments from home or wherever is convenient, interpreting is available for virtual NearMe appointments. To request an interpreter:

- A completed interpreting request form is sent with all details of appointment with as much notice as possible to [nhs.interpretingrequests@lanarkshire.scot.nhs.uk](mailto:nhs.interpretingrequests@lanarkshire.scot.nhs.uk) see appendix 3.b for request form
- The request will be processed by NHS Lanarkshire and forwarded to NHSGGC interpreting team (our service provider) who will allocate an interpreter and booking reference number (BRN)
- The Lanarkshire booking team will send the requester the BRN
- **On the day** of the appointment the allocated interpreter will join the waiting area and identify themselves with their first name and INTERPRETER
- It is best practice to invite the interpreter into the call first to give a short briefing on the requirements of the call and any relevant information.
- The patient can then be invited into the call with interpreting support from the beginning.

### Language Line Telephone Interpreting

When to use telephone interpreting:

- Most appointments that require spoken language interpreters (unless they meet the criteria specified in section 4.2) should use telephone interpreting
- If a patient attends for an appointment and no interpreter has been booked
- To establish the patient's preferred language if it is not apparent
- If there is a medical emergency and no time to wait for a face-to-face interpreter
- For consultations shorter than 30 minutes

### Language Line Online Video/Audio Interpreting

Video Interpreting is available on Acute and community based sites:

Video interpreting is an 'on demand' service accessed using the LanguageLine Insight app or web portal.

Acute Sites: Hairmyres, Wishaw & Monklands	Community and specialist services:
<b>Interpreting on Wheels:</b> Acute sites (Hairmyres, Monklands and Wishaw University Hospitals) are equipped with LanguageLine's ' <b>Interpreting on Wheels</b> ' - trolley mounted iPads, pre-loaded with the LanguageLine app (), allowing access to interpreters 24/7* in over 240 languages.	<b>The LanguageLine Insight application</b> (online video/audio interpreting) <b>and web-portal</b> is available to all community based health care providers i.e.GP practices, Dental Practices, Opticians and Ophthalmologists and Pharmacies.

## Communication Support for Spoken Language, British Sign Language and Interpreting Policy

<p>*BSL is available Monday to Friday 9-5. An out of hours' protocol is available on the interpreting page on firstport</p> <p><b>The Language Line Insight application</b> (online video/audio interpreting) <b>and web-portal</b> (online video/audio interpreting) can be accessed through desktop/laptops, and smart devices. See Appendix 2 for instructions.</p>	<p>See protocol specific to your area/speciality for instructions.</p>
<p>To access a speech-to-text reporter (palan typists) please contact <a href="mailto:nhs.interpretingrequests@lanarkshire.scot.nhs.uk">nhs.interpretingrequests@lanarkshire.scot.nhs.uk</a></p>	

### 4.g How to book a face to face/Near Me interpreter:

Once you have checked you meet the criteria for face-to-face/Near Me interpreting:

1. Download and complete an interpreter request form (from Interpreting page on FirstPort) <http://firstport2/staff-support/interpreting/default.aspx> (Appendices 3a/b)
2. Email completed form to [nhs.interpreting@lanarkshire.scot.nhs.uk](mailto:nhs.interpreting@lanarkshire.scot.nhs.uk)
3. The interpreting team will book and confirm with a Booking Reference Number (BRN)
4. If the booking is out of hours the On call manager/s will contact the service provider to request the interpreter and will be given a confirmation booking reference number (BRN)

#### Booking Reference Number (BRN)

- The service provider will allocate a unique BRN to each request.
- This confirmation that the request has been sent NHS Greater Glasgow and Clyde Interpreting Services (NHSGGCIS)
- This isn't confirmation that an interpreter has been allocated
- **If an interpreter cannot be allocated to the job NHSGGCIS should contact the requestor to inform them by 4pm the day before the appointment.**
- The BRN will also be passed on to the sessional interpreter. The BRN is a reference for the interpreter's timesheet which they will bring with them to the assignment and should be recorded in the patient's notes.

### 4.h Cancellations/No show

#### Core Hours

- Cancellations of interpreter bookings **must be made more than 24 hours in advance** of the booking start time.
- If, on arrival, the interpreter is no longer required e.g. the patient fails to attend, the interpreting team must be informed
- **No Show**, it is the responsibility of the staff member who submitted the original request to contact the interpreting team via email [nhs.interpreting@lanarkshire.scot.nhs.uk](mailto:nhs.interpreting@lanarkshire.scot.nhs.uk) or call 01698 754291/01698 754294 who will in turn contact the service provider.

## **Out of Hours**

If the interpreter is no longer required, the NHS staff member must inform the NHSGGC interpreting team via **email** [InterpretingService@ggc.scot.nhs.uk](mailto:InterpretingService@ggc.scot.nhs.uk)

### **4.i Signing of timesheets**

Interpreters' timesheets must be signed off to verify completed assignments so that payment can be made. These can be signed by the person who has requested/or who used the interpreter. The timesheets are in duplicate:

- Top copy - sent to Interpreting Services Call Centre **by the interpreter**
- Second copy – retained by the interpreter

The Interpreters use one timesheet for multiple jobs, please ensure that you sign on the timesheet that shows your completed job. Timesheets should not be authorised prior to the end of the assignment.

### **4.j Performance/Capability Issues or Complaints**

**Face-to-Face/Near Me interpreters** are provided NHS Greater Glasgow and Clyde Interpreting Services (NHSGGCIS) and are bound by all NHS Greater Glasgow & Clyde Policies and Procedures when undertaking an assignment at NHS Lanarkshire. Should there be any concerns about an interpreter who is assigned to your service, they should be reported to the NHS Lanarkshire Interpreting Team via [nhs.lanarkshire.interpretingrequests@lanarkshire.scot.nhs.uk](mailto:nhs.lanarkshire.interpretingrequests@lanarkshire.scot.nhs.uk) and they will escalate it to the Interpreting Service Manager for NHSGGCIS.

If a patient has a complaint this should be handled in accordance with the NHS Lanarkshire complaints procedure.

**Telephone/Video interpreters** are bound by LanguageLine's Policies and Procedures when undertaking an assignment for NHS Lanarkshire. Should there be any concerns about a Telephone/Video interpreter, they should be reported to NHS Lanarkshire Interpreting Team and they will escalate it to the Regional Business Manager for the Language Line. If a patient has a complaint this should be handled in accordance with the NHS Lanarkshire complaints procedure.

### **4.k Incident Reporting**

All incidents should be recorded using the DATIX system.

### **4.l Interpreting Service Providers**

Face to Face and NearMe interpreting services are provided by NHS Greater Glasgow and Clyde Interpreting Services

Telephone and online video/audio interpreting is provided by LanguageLine

## **5. ROLES AND RESPONSIBILITIES**

All staff must put the patient's communication needs at the centre of the services they deliver. Staff have a responsibility to access appropriate interpreters when required.

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It is the staff members responsibility to book an interpreter following their service/locality protocol and ensure that the communication needs of their patient, their carer or service user are met.

It is not the responsibility of the patient to book or provide interpreters.

Staff should ensure that:

- Only professional interpreters are used when communicating with service users/carers for whom english is not their first language during any healthcare interaction
- Only in emergency or urgent circumstances should a friend or family member be used until a professional interpreter arrives, but never children under 16 years. A young person may be asked for information to establish facts only i.e. name, age, known allergies.
- NHS Lanarkshire staff should only be used to interpret in emergencies.
- Staff should follow the instructions described in the Interpreting Services Booking Protocol. (Appendices 1 & 2)

### 6. **RESOURCE IMPLICATIONS**

The cost of providing interpreting and communication support lies with NHS Lanarkshire and must not be passed on to any member of the public.

### 7. **COMMUNICATION PLAN**

The policy will be communicated as follows:

- The interpreting page on Firstport
- Regular reminders in the staff briefing
- Ongoing promotion of the services to local communities who require the service e.g through Deaf, ethnic minority and Deafblind community based groups

### 8. **QUALITY IMPROVEMENT – Monitoring and Review**

This policy will be reviewed every three years or before if there are significant changes to laws or practice.

### 9. **EQUALITY IMPACT ASSESSMENT**

This policy meets NHS Lanarkshire's EQIA

☒

(tick box)

### 10. **SUMMARY or FREQUENTLY ASKED QUESTIONS (FAQs)**

To help staff understand long or complex policies, please ensure you send a summary or a frequently asked questions list with your completed policy

### 11. **REFERENCES**

NHS Scotland Interpreting Competency Framework  
NHS Greater Glasgow and Clyde: Interpreting Service including British Sign  
Language (BSL) or any other Communication Support Policy

## 12. **CHECKLIST**

To be sent to Corporate policies:-

Copy of completed policy  
Copy of EQIA  
Copy of assurance process document for all policies  
Copy of fast-track document if applicable

## Appendix 1: Generic Acute services protocols:

### Interpreting Protocol for:

#### What type of interpreting is required?

Online Video/Audio, Telephone Interpreting or Face to Face Interpreting

- **Online Video/Audio** or **Telephone** interpreting should be the first point of access unless the patient/carer meets the **Face-to-Face** criteria.
- Staff should add the patient requires an interpreter to the patient notes.

#### LanguageLine online Video/Audio

Available through Interpreting on Wheels machines. For access see FirstPort interpreting page: <http://firstport2/staff-support/Interpreting/default>.

- For Windows PC with Chrome or Firefox browser go to: <https://insight.languageline.com>
- For Android and Apple Devices: Download the LanguageLine InSight app from the App store

Your device must have enabled microphone, speakers and camera.

#### For new users/devices

1. Log in to the LanguageLine website or app
2. Add authentication code:
3. Assign device name.  
This helps identify you or your service - max. space 15 digits.
4. Activate Device

Once added, this information is saved to your chosen device and can be amended through 'help and settings'.

#### To connect to an interpreter:

1. Log in to the LanguageLine website or app
2. Select the language you require from the list or 'search by language or country'
3. Choose Video or Audio call depending on availability. Some will have both audio and video, while some have audio only.
4. Access your interpreter
5. End the call once completed
6. Please rate your experience



#### LanguageLine Telephone interpreting

Freephone: 0800 028 0073

From a mobile: 0330 123 9418

1. The Operator will ask you for your LanguageLine ID code:
2. The Operator will ask:
  - a. Which language you require
  - b. The name of your organisation e.g. NHS Lanarkshire
  - c. Where are you calling from e.g. Cumbernauld Health Centre
  - d. Your name
  - e. Get connected

#### Face to Face

##### Face-to-Face: Identify type of language required

- Check criteria is met (see criteria list below)
- If No, use LanguageLine Video/Audio or Telephone interpreting
- If Yes, identify language
- Complete interpreter request form available on FirstPort 'Interpreting'
- Email to NHS Lanarkshire interpreting requests mailbox: [nhs.lanarkshire.scot.nhs.uk](mailto:nhs.lanarkshire.scot.nhs.uk)
- If accepted and authorised, the interpreting team will confirm with a booking reference number

##### Out of hours:

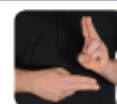
For out of hours requests contact on call/duty manager

##### Criteria for when to use a face-to-face interpreter:

1. British Sign Language User
- Community Language
2. Is there:
  - A mental health aspect to the consultation?
  - Child Protection or Vulnerable Adults?
3. Does the consultation involve/give:
  - Serious diagnosis or bad news?
  - Complex discharge instructions

#### Language Identification

Une fias Shqip	Albanian
አኔ ኣግርኛ ኣግርኛ	Amharic
الله اعربى	Arabic
Եւ յոսանք իմ հայկերէն	Armenian
Man Azərbaycan Türkçesinde danışım	Azeri
বাংলা বলতে পারি	Bangali
Govorim bosanski	Bosnian
Говоря български	Bulgarian
ကျွန်ုပ် မြန်မာစကားပြောနိုင်ပါသည်	Burmese
我講廣東話	Cantonese
Mluvim česky	Czech
Govorim hrvatski	Croatian
من نوري صحبت مي كرم	Dari
Ik spreek het Nederlands	Dutch
I speak English	English
Ma räägin Eesti keelt	Estonian
من فارسي حرف مي زنم	Farsi
Je parle français	French
მე ვსაუბრობ ქართულად	Georgian
Ich spreche Deutsch	German
Μιλώ Ελληνικά	Greek
કુ ગુજરાતી બોલું છું	Gujarati
我話客家話	Hakka
Ani medaber/et Iyrit	Hebrew
मैं हिन्दी बोलता हूँ	Hindi
Beszélek Magyarul	Hungarian
Saya bicara bahasa Indonesia	Indonesian
Parlo italiano	Italian
한국어 사용	Korean
من کوردی قسه نکهم	Kurdish
Es runāju latviski	Latvian
Na lobaka Lingala	Lingala
Aš kalbu lituviškai	Lithuanian
Jas zboruvam makedonski	Macedonian
我讲普通话	Mandarin
Saya bicara bahasa Malay	Malay
من ميرپوري بولان	Mirpuri
Би Монгол хэлээр ярьдаг	Mongolian
म नेपाली बोल्छु ।	Nepali
Mówię po polsku	Polish
Falo Portugues	Portuguese
ਮੈ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ	Punjabi
زه په پښتو ژبه خبرې كوم	Pushto
Vorbecsc limba română	Romanian
Я говорю по-русски	Russian
Говорим српски	Serbian
මම සිංහල කතාකරමි	Sinhalese
Hovorim po slovensky	Slovak
Govorim Slovensko	Slovenian
Waxan ku hadaa af Soomaali	Somali
Hablo español	Spanish
Ninasema Kiswahili	Swahili
தான் தமிழ் பேசுகிறேன்	Tamil
សំឡេងខ្មែរ	Thai
నేను తెలుగు మాట్లాడుతాను	Telugu
እኔ ትግርኛ እየ እናገለግል	Tigrinia
Türkçe konuşuyorum	Turkish
Я розмовляю по-українськи	Ukrainian
میں اردو بولتا ہوں	Urdu
Men ўзбекча гапирман	Uzbek
Chúng tôi nói tiếng Việt	Vietnamese
me le so yoruba	Yoruba



British Sign Language (BSL)

MPR.PROTOL.22\_16541.L

## Appendix 2: Generic Community and specialist services protocol

### Interpreting Protocol for:

#### What type of interpreting is required?

Online Video/Audio, Telephone Interpreting or Face to Face Interpreting

- **Online Video/Audio** or **Telephone** interpreting should be the first point of access unless the patient/carer meets the **Face-to-Face** criteria.
- Staff should add the patient requires an interpreter to the patient notes.

#### LanguageLine online Video/Audio

- For Windows PC with Chrome or Firefox browser go to: <https://Insight.languageLine.com>
- For Android and Apple Devices: Download the LanguageLine InSight app from the App store

Your device must have enabled microphone, speakers and camera.

#### For new users/devices

1. Log In to the LanguageLine website or app
2. Add authentication code:
3. Assign device name.  
This helps identify you or your service - max. space 15 digits.
4. Activate Device



Once added, this information is saved to your chosen device and can be amended through 'help and settings'.

#### To connect to an interpreter:

1. Log In to the LanguageLine website or app
2. Select the language you require from the list or 'search by language or country'
3. Choose Video or Audio call depending on availability.  
Some will have both audio and video, while some have audio only.
4. Access your Interpreter
5. End the call once completed
6. Please rate your experience



#### LanguageLine Telephone interpreting

Freephone: 0800 028 0073

From a mobile: 0330 123 9418

1. The Operator will ask you for your LanguageLine ID code:
2. The Operator will ask:
  - a. Which language you require
  - b. The name of your organisation e.g. NHS Lanarkshire
  - c. Where are you calling from e.g. Cumbernauld Health Centre
  - d. Your name
  - e. Get connected



#### Face to Face

**Face-to-Face:** Identify type of language required

- Check criteria is met (*see criteria list below*)
- If No, use LanguageLine Video/Audio or Telephone interpreting
- If Yes, identify language
- Complete interpreter request form available on FirstPort 'Interpreting'
- Email to NHSLS interpreting requests mailbox: [nhs.lanarkshire.scot.nhs.uk](mailto:nhs.lanarkshire.scot.nhs.uk)
- If accepted and authorised, the interpreting team will confirm with a booking reference number

#### Out of hours:

For out of hours requests contact on call/duty manager

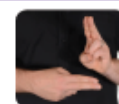
#### Criteria for when to use a face-to-face interpreter:

1. British Sign Language User
2. Is there:
  - A mental health aspect to the consultation?
  - Child Protection or Vulnerable Adults?
3. Does the consultation involve/give:
  - Serious diagnosis or bad news?
  - Complex discharge instructions

#### Community Language

#### Language Identification

Une flet Shqip	Albanian
አኔ ኣግረኛ ኣግረኛ	Amharic
أنا الحديث العربية	Arabic
Ան խոսում եմ հայերեն	Armenian
Man Azərbaycan Türkösində danışam	Azeri
বাংলা বলতে পারি	Bengali
Govorim bosanski	Bosnian
Говоря български	Bulgarian
ကျွန်ုပ် မြန်မာလိုတတ်သေးသည်	Burmese
我講廣東話	Cantonese
Mluvim česky	Czech
Govorim hrvatski	Croatian
من نوري صحبت مي كرم	Dari
Ik spreek het Nederlands	Dutch
I speak English	English
Ma räägin Eesti keelt	Estonian
من فارسي حرف مي زنم	Farsi
Je parle français	French
მე ვსაუბრობ ქართულად	Georgian
Ich spreche Deutsch	German
Μιλώ Ελληνικά	Greek
હું ગુજરાતી બોલું છું	Gujarati
我説客家話	Hakka
Ani medaber/et Irit	Hebrew
ਮੈਂ ਹਿੰਦੀ ਬੋਲਦਾ ਹਾਂ	Hindi
Beszélek Magyarul	Hungarian
Saya bicara bahasa Indonesia	Indonesian
Parlo italiano	Italian
한국어 사용	Korean
من كوردی قسه لێكهم	Kurdish
Es runāju latviski	Latvian
Na lobaka Lingala	Lingala
Aš kalbu lietuviškai	Lithuanian
Jas zboruvam makedonski	Macedonian
我讲普通话	Mandarin
Saya bicara bahasa Malay	Malay
میں میرپوری بولتا ہوں	Mirpuri
Би Монгол хэлээр ярьдаг	Mongolian
मै नेपाली बोल्छु	Nepali
Mówię po polsku	Polish
Falo Portugues	Portuguese
ਮੈ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ	Punjabi
زە پەنجو ژێه خبری کوم	Pusho
Vorbec limba română	Romanian
Я говорю по-русски	Russian
Говорим српски	Serbian
මම සිංහලෙ පරිසරමි	Sinhalese
Hororim po slovensky	Slovak
Govorim Slovensko	Slovenian
Waxan ku hadlaa af Soomaali	Somali
Hablo español	Spanish
Ninasema Kiswahili	Swahili
தான் தமிழ் பேசுகிறேன்	Tamil
សូមស្តាប់ខ្មែរ	Thai
నేను తెలుగు మాట్లాడుతాను	Telugu
እኔ ትግሪኛ እና ድህረ-ብሉይ	Tigrinia
Türkçe konuşuyorum	Turkish
Я розмовляю по-українськи	Ukrainian
میں اردو بولتا ہوں	Urdu
Men ўзбекча гапаракан	Uzbek
Chúng tôi nói tiếng Việt	Vietnamese
me le so yoruba	Yoruba



**British Sign Language (BSL)**

## Appendix 3a: Face to Face Interpreting request form

### Booking Request Form for Face-to-face Interpreting Service

1. Before completing **check the criteria** for face-to-face is met
2. Complete request form (a separate form for each interpreter request)
3. Please ensure all sections of form are completed **in full** with correct information.
4. To cancel or amend a booking please contact the Interpreting Team using the email below.
5. Submit booking request in a word document (scanned requests will not be accepted) to [nhs.interpretingrequests@lanarkshire.scot.nhs.uk](mailto:nhs.interpretingrequests@lanarkshire.scot.nhs.uk)

1	Hospital/Primary Care/Service site	
2	Directorate/Department	
3	Date of Assignment	
4	Time of Assignment	
5	Duration of Assignment	
6	Preferred Gender of interpreter	
7	Language Required	
8	Name of Patient	
9	CHI number (if available)	
10	Location of interpreting assignment Name of Clinician <b>Contact Number</b> Building/Name & Dept Street Town Postcode	
11	Criteria has been checked: If yes, which criteria is the request based on?	
12. Please use this section to record any additional instructions e.g. background information/directions to venue etc		
To be completed by the interpreting booking team: Date: Booking Reference Number:		

---

## Appendix 3b: NearMe Interpreting request form

### Procedure for Near Me Appointments

1. Interpreting request is sent to Lanarkshire booking team with all details of appointment. .... as much notice as possible. [nhsl.interpretingrequests@lanarkshire.scot.nhs.uk](mailto:nhsl.interpretingrequests@lanarkshire.scot.nhs.uk)
2. The request will be forwarded to NHSGGC interpreting team( our service provider), they will:
  - allocate an interpreter and
  - send confirmation with name of interpreter and confirm any missing or additional information prior to the appointment date (notice permitting).
3. **On the day** of the appointment the allocated interpreter will join the waiting area and identify themselves with their first name as the interpreter.
4. It is best practice to invite the interpreter into the call first to give a short briefing on the requirements of the call and any relevant information.
5. The patient can then be invited into the call with interpreting support from the beginning.
6. If the patient requires assistance with the Near Me process it is usual practice to use telephone interpreting service prior to the Near Me appointment to discuss any queries or set up issues. **Telephone interpreting link:**  
<http://firstport2/staffsupport/interpreting/Documents/Telephone%20Interpreting%20-%20BSL%20&%20Spoken.pdf>

#### Links:

**Interpreting page on firstport:** <http://firstport2/staff-support/interpreting/default.aspx>

**NHSL Near Me page:** <http://www.nhslannearme.org/>

**NHSL Near Me Guidance:** <http://firstport2/staff-support/nhs-lanarkshire-near-me/default.aspx>

Communication Support for Spoken Language, British Sign Language and Interpreting Policy

**Booking Request Form for Near Me Interpreting Service**

6. Complete request form (a separate form for each interpreter request)
7. Please ensure all sections of form are completed in full with correct information.
8. Submit booking request in a word document (scanned requests will not be accepted) to [nhsl.interpretingrequests@lanarkshire.scot.nhs.uk](mailto:nhsl.interpretingrequests@lanarkshire.scot.nhs.uk)

1. **Requests will not be considered without the URL of the Near Me waiting area of your department/service.**
2. **Please ensure you test the URL link before booking.**
3. **Upon receiving your request the interpreting service will provide you with a booking reference number and details of the interpreter allocated**
4. **On the day, the interpreter will be waiting in your waiting area and should be invited into the call first where any briefing can take place prior to the patient joining the video call**
5. **Please ensure all sections of form are completed in full with correct information.**

1	Hospital/Primary Care/Service site/ Directorate/Department	
2	Name Telephone of clinician/contact requesting the service	
3	Date of Assignment	
4	Time of Assignment	
5	Duration of Assignment	
6	Preferred Gender of interpreter	
7	Language Required	
8	Name of Patient	
9	CHI number (if available)	
10	<b>Waiting area web address (URL)</b>	
11	<i>Please use this section to record any additional instructions e.g. background information/directions to venue etc</i>	
12	send completed form to <a href="mailto:nhsl.interpretingrequests@lanarkshire.scot.nhs.uk">nhsl.interpretingrequests@lanarkshire.scot.nhs.uk</a>	
To be completed by the interpreting booking team:		
Date and name of booker:		
Booking Reference Number:		

## Appendix 4: Frequently Asked Questions (FAQs)

# Interpreting FAQs

### 1. Does NHS Lanarkshire have to provide interpreters?

Yes, it is the responsibility of NHS Lanarkshire to arrange interpreters for our patients or their carers if they require one

### 2. What types of interpreting services are available?

- ❖ Face to face interpreters (pre-booking required)
  - ❖ NearMe video interpreting for booked appointments (pre-booking required)
  - ❖ Telephone interpreting (on demand)
  - ❖ Online Video/Audio (see protocols)
- All:** Video/Audio interpreting via LanguageLine website or app through smart devices (on demand) **Acute Only:** 'Interpreting on Wheels'

### 3. How do I book an interpreter?

All interpreting information is held on **FirstPort**; accessed through NHS Lanarkshire connected devices.

### 4. What's the criteria for accessing a face to face interpreter?

1. British Sign Language User
- Community Language**
2. Is there:
    - ❖ A mental health aspect to the consultation?
    - ❖ Child Protection or Vulnerable Adults?
  3. Does the consultation involve:
    - ❖ Serious diagnosis or bad news?
    - ❖ Complex discharge instructions?

### 5. Can I use family and friends for interpreting?

The use of family, friends or unqualified interpreters is strongly discouraged and is not considered good practice. They should only be used in emergencies to gather basic information, until a professional interpreter is accessed.

### 6. Why not?

- The use of family, friends or unqualified interpreters to interpret information:
- ❖ may compromise patient safety and confidentiality.
  - ❖ they could be biased, selective or inaccurate in the information that they relay to the patient.
  - ❖ It is never appropriate under any circumstances to use a child under the age of 16 as an interpreter.

### 7. What to do if a patient refuses professional interpreting support

Patients have the right to refuse an interpreter and invite a person of their own choosing to act as an interpreter on their behalf. If so,

- ❖ explain to them that it would be in their best interest to use a professional interpreter for clarity and understanding.
- ❖ If it is expressly desired, the patient's informed consent must be sought in their own language and from them independently of the family member or friend.
- ❖ The patient's decision to decline the use of a professional interpreter must be recorded in their medical records prior to the consultation taking place.

### 8. Children/Vulnerable Young People

Face-to-face interpreters must always be provided. If there are suspected child protection issues, staff must provide a separate interpreter to the parent, to allow the child's voice to be heard.

### 9. Vulnerable adults/Gender-Based Violence/suspected trafficked patients

A face-to-face interpreter must always be provided if there are suspected vulnerability/risk/protection issues for patients.

### 10. What if an interpreter can't be sourced?

If an interpreter cannot be sourced, NHS Greater Glasgow and Clyde Interpreting service (our provider) will contact the named clinician/person in the request.

### 11. What if an interpreter does not turn up?

Email NHS Lanarkshire interpreting service and let them know  
**[nhs.uk.interpretingrequests@lanarkshire.scot.nhs.uk](mailto:nhs.uk.interpretingrequests@lanarkshire.scot.nhs.uk)**

### 12. What about Out of Hours?

- ❖ Interpreting requests are processed Monday-Friday 9am-5pm.
- ❖ If an interpreter is required outside of these hours, staff can access Telephone or online Video/Audio interpreting on demand.
- ❖ For British Sign Language (BSL) access outside of core working hours the 'Out of Hours British Sign Language Protocol' must be followed – do not use video interpreting for BSL unless in an emergency.

For further information, advice or support, please contact the interpreting team by email: **[nhs.uk.interpretingrequests@lanarkshire.scot.nhs.uk](mailto:nhs.uk.interpretingrequests@lanarkshire.scot.nhs.uk)** or call **01698 754 291** or **294**

## Top Tips for Working with an Interpreter:

- ❖ The interpreter is there to purely interpret what is being said
- ❖ Ask the interpreter not to change or alter any part of the conversation – this is not possible for BSL interpreting as language structure is very different to spoken and written English
- ❖ Speak clearly and in a normal tone
- ❖ Allow more time for interpreted communication – it is recommended a double appointment is booked
- ❖ For complex cases or vulnerable child or adult appointments, you may wish to build in additional time with an interpreter to brief them before/after
- ❖ Be aware of religious/cultural factors.



## Appendix 5

### Do's and Don'ts Guide for British Sign Language (BSL) interpreter

British Sign Language (BSL) is the preferred/First language of many deaf people. A BSL/English interpreter is a professional who is trained and experienced in working between the two languages.

Always ask the patient their preference for an interpreter, for a either face to face or video, as not everyone wants or is comfortable using video interpreting			
Do's:		Don'ts:	
1.	You must offer the patient access to and use of a professional BSL interpreter.	1.	Never use or assume that a friend/family member will interpret for the patient (see point 2 in Do's).
2.	If a patient requests/insists on using a friend/family member as an interpreter, they should still be offered access to a professional BSL interpreter as it is important that the information the patient receives is accurate so that they can make an informed choice about their care. If they still insist on using a friend/family member this should be recorded in their notes.	2.	Do not communicate with the patient using written notes – unless the person has clearly expressed that is their preferred way of communication. English is not a BSL user's first language, do not assume that the person is competent in understanding written English. - BSL has its syntax (the order or arrangement of words and phrases to form proper sentences) and is not similar in structure to spoken/written English
3.	Identify type of interpreter that is required. Not all deaf people use BSL and an interpreter may not be the most appropriate option.	3.	Do not delay in booking interpreters – book as soon as a need has been identified or a future appointment has been set.
4.	Book an interpreter (using NHS Lanarkshire's protocol).		
5.	Consider any patient requests when booking an interpreter, for example, specific named interpreters for continuity of care or gender of interpreter (all interpreters still need to be booked following the NHS Lanarkshire interpreting protocol).		
6.	Ensure that information on BSL interpreter requirements is added to the patient's notes for future appointments.		
7.	Accessing a BSL interpreter can be challenging, therefore, book an interpreter as soon as possible.		
8.	Always book a <b>double appointment</b> for all interpreted sessions (BSL or spoken language).		

## Appendix 6 Guide to Working with Face- to- Face Interpreters

### 1. Before the Session

Sessions with an interpreter will take longer than sessions where you are able to speak directly to a patient. You should allow for this when setting the time of the sessions. You will also need to allow a short time at the beginning and the end of the session to brief/debrief the interpreter. Topics you should cover:

#### (a) Background details

If the interpreter has not worked with the client before it is helpful for them to have basic details of the case before they begin.

- Client's name, age, country of origin, language and dialect
- Purpose and expected content of the session
- Any specific terminology which may be used in the session

#### (b) Working methods

If you have not worked with the interpreter before you will need to spend a few minutes explaining your method of working to them. The interpreter will explain how they work best, covering:

- Interruptions – if either party is speaking for too long and the interpreter cannot hold all the details
- Asking for clarification and meaning for the client and yourself
- Seating arrangements – ensuring that everyone is comfortable and able to relate to each other
- How the interpreter should intervene if anything is done or said which may be culturally unacceptable to the client, or where the interpreter feels that there is a clear misunderstanding

### 2. During the Session

#### (a) Introduce yourself to the client and allow the interpreter to introduce him or herself. On a first session the interpreter should introduce themselves along the following lines: -

“My name is ....., and I am a professional interpreter. I will interpret anything that is said in the session. Please do not say anything to me that you do not want translated. What you say here is confidential and I will not tell anyone else about what you say here today”

Patients/carers can be given a copy of the leaflet (in a range of languages) on the role of an interpreter see link: <http://firstport/sites/patientinformation/ps/default.aspx>

#### (b) Working with the interpreter

##### Seating

Ensure that everyone can see each other and that eye contact will be easy

##### When speaking

Speak directly to the client, using their name.

##### Content

Only say things to the interpreter which are to be interpreted to the client. The client can feel alienated if the interpreter and you have a private conversation.

##### Listening

When the client is talking stay involved. Show you are listening through your body language

##### Timing

Speak in manageable chunks and allow the interpreter sufficient time to translate

## Communication Support for Spoken Language, British Sign Language and Interpreting Policy

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<u>Understanding</u>	Use straight forward language and avoid jargon. Encourage the Client to ask questions and check to see that they have understood. Explain medical terms to ensure they have been understood as you would in any patient/clinician interaction.
<u>Breaks</u>	Be aware of when the client or interpreter may need a short break, particularly if the client has been talking about distressing experiences.
<u>Leaving the room</u>	If you need to leave the room, you should not leave the interpreter alone with the client

### 3. After the Session

In a short debriefing after the session you can check out the following:

- General feedback - did the session go smoothly? Were there any problems working together?
- Specific feedback and clarification – any factual observations from the interpreter, or feedback on the cultural context of gestures or modes of behaviour
- Check how the interpreter is feeling after the session, particularly if it was an emotionally charged session
- Complete and sign the interpreters record slip

### 4. Problems with the Session

Talk to the interpreter about any difficulties which may arise. Check the issues covered below to see if you can decide what may be going wrong.

Points to check if something seems to be going wrong:

- Does the interpreter speak English and the client's language fluently?
- Is the interpreter acceptable to the client (same gender, similar age)? Is the interpreter prevented from telling you things because of his/her relationship with the client?
- Are you creating as good a relationship as possible with your client?
- Is the interpreter translating exactly what you and your client are saying, or are they putting forward their own views and opinions?
- Does the interpreter understand the purpose of the interview and what their role is within it?
- Have you given the interpreter time to get to know the client and explain what is happening?
- Does the interpreter feel free to interrupt you when necessary to point out problems or ask for clarification?
- Are you using simple, jargon-free English?
- Are you allowing the interpreter enough time?
- Are you maintaining as good a relationship with the interpreter as you can?

## Appendix 7 Telephone Interpreting

### Accessing a Telephone Interpreter



When your client is with you	Making outgoing client calls	Handling incoming client calls
<ol style="list-style-type: none"> <li>1. Dial <b>0800 028 0073</b> (<b>0207 715 2630</b> for mobile users)</li> <li>2. The operator will ask you for: <ul style="list-style-type: none"> <li>• Your client ID (your 6 digit client number) ( )</li> <li>(Please note: this code is confidential to your organisation or dept)</li> <li>• The language you require? (you can ask for a male or female interpreter)</li> <li>• Or if you are unsure please ask for language assistance.</li> <li>• What organisation are you calling from?</li> <li>• What is your personal code? (answer with your full first and last name)</li> </ul> </li> <li>3. Stay on line while the operator connects you to a trained interpreter (about 30 seconds). The operator will then inform you the interpreter is 'now on line'.</li> <li>4. Note the interpreter's ID code, introduce yourself and brief the interpreter saying what phone you are using, e.g. single/ dual handset, speaker phone or mobile.</li> <li>5. Ask the interpreter to introduce you and themselves to your client and give the interpreter the first question or statement</li> <li>Give the interpreter time to interpret between you and your client.</li> <li>Continue the conversation.</li> <li>6. Let your client and the interpreter know when you have finished. Thanks the interpreter and say 'end of call'</li> </ol>	<p>The operator will connect you to an interpreter, then conference your client into the call.</p> <ol style="list-style-type: none"> <li>1. Have your client's name and telephone number ready.</li> <li>2. Follow steps 1 and 2 for 'When your client is with you', but advise the operator your client is <b>NOT</b> with you.</li> <li>3. Give the operator your client's name and telephone number.</li> <li>4. Stay on line while the operator connects you to a trained interpreter (about 30 seconds).</li> <li>5. Note the interpreter's ID code.</li> <li>Introduce yourself and brief the interpreter: explain the operator is phoning your client.</li> <li>Ask the interpreter to introduce you and themselves to your client and give the interpreter the first question or statement.</li> <li>6. The operator introduces your client into the call. The interpreter proceeds as you directed above.</li> <li>7. Give the interpreter time to interpret between you and your client.</li> <li>Continue the conversation.</li> <li>8. Let your client and the interpreter know when you have finished.</li> </ol>	<p><b>If you have conferencing facilities</b></p> <ol style="list-style-type: none"> <li>1. Put your client on hold using your organisation's conference call facilities (try to obtain your client's telephone number in case they hang up while on hold).</li> <li>2. Follow steps 1 and 2 for 'When your client is with you', but advise the operator your client is <b>ON HOLD</b>.</li> <li>3. Brief the interpreter, then conference your client into the call.</li> </ol> <p><b>If you do not have conferencing facilities</b></p> <ol style="list-style-type: none"> <li>1. Note your client's telephone number, language and, ideally, name.</li> <li>2. Assure your client that you will call back shortly with an interpreter.</li> <li>3. Follow the procedures for 'making outgoing client calls'.</li> </ol>

#### Useful Numbers


##### 1. General enquiries, training line and materials

**Tel:** 0800 169 2879  
**Fax:** 0800 783 2443  
**Training:** 0800 298 4334  
**Email:** enquiries@languageline.co.uk  
**Website:** www.languageline.co.uk  
**Post:** 25th Floor, 40 Bank Street  
Canary Wharf, London E14 5NR

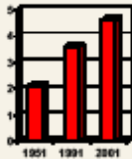
##### 2. Document Translations

**Tel:** 0800 917 6564  
**Fax:** 0800 783 2443  
**Email:** translations@languageline.co.uk

## Appendix 8 Tips for Working with an interpreter in a Healthcare Setting



**GROWTH IN U.K. ETHNIC MARKETS**  
According to the U.K. Census of 2001, the foreign-born population in the U.K. has grown from 3.8 million in 1991 to nearly 5 million in 2001.



How many of your patients speak a language other than English?


**ASK ABOUT ALL OUR QUALITY LANGUAGE SERVICES**

- Telephone Interpreting
- Document Translation
- Face-to-Face Interpreting
- Language Line® Phone

**CALL US ON**  
0800 163 2879

**OR SEND US AN EMAIL AT**  
[enquiries@languageonline.co.uk](mailto:enquiries@languageonline.co.uk)

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### TIPS FOR WORKING WITH AN INTERPRETER IN A HEALTHCARE SETTING

- Brief the interpreter** – Identify the name of your organisation to the interpreter; provide specific instructions of what needs to be accomplished and state whether you need help with placing a call. The interpreter can assist you in getting the call off to a good start by introducing you and your facility and then relaying your initial question.
- Speak directly to the patient** – You and the patient should communicate directly with each other as if the interpreter were not there. The interpreter will relay the information and then communicate the patient's response directly back you. Also, speak naturally (not louder) and at your normal pace (not slower).
- Segments** – Speak in one sentence or two short ones at a time. Try to avoid breaking up a thought. Your interpreter is trying to understand the meaning of what you are saying, so express the whole thought if possible. Interpreters will ask you to slow down or repeat if necessary. You should pause to make sure you give the interpreter time to deliver your message.
- Clarifications** – If something is unclear, or if the interpreter is given a long statement, the interpreter may ask you for a repetition of what was said.
- Ask if the Limited English Speaker (LES) understands** – Please don't automatically assume that the LES patient understands you. In some cultures a person may say "yes" as you explain something, but it doesn't necessarily mean they understand. It may just mean they want you to keep talking because they are trying to follow the conversation. Also, please keep in mind that a lack of English does not necessarily equate to a lack of education.
- Do not ask for the interpreter's opinion** – Avoid asking the interpreter for opinions or comments. The interpreter's job is to convey the meaning of the source language and not allow personal opinion to influence the interpretation.
- Everything you say will be interpreted** – Try to avoid private conversations with your colleagues. Whatever the interpreter hears will be interpreted.
- Avoid jargon or technical terms** – To help your patient and interpreter better understand you, don't use industry jargon, slang, idioms, acronyms, or technical terms. Clarify vocabulary that is unique to the situation and provide examples if needed to explain a term.
- Length of interpretation session** – Many concepts you express may have no equivalent in other languages. The interpreter may have to describe or paraphrase the terms you use. As a result, an interpretation might take twice as long as a conversation carried on in English only. Please avoid interrupting the interpreter while he or she is interpreting.
- Reading scripts** – Though we may not notice it, we often talk more quickly when reading a script. When reading a script, prepared text, or a disclosure, please slow down to give the interpreter a chance to keep up with your pace.
- Culture** – Professional interpreters are familiar with the culture and customs of the LES. During the interpretation session, the interpreter might identify and point out a cultural issue of which you may not be aware. Also, if the interpreter feels that a particular question is culturally inappropriate, he or she may ask you to rephrase it.
- Closing of the call** – The interpreter will wait for you to initiate the closing of the call. When appropriate, the interpreter will offer further assistance and will be the last to disconnect from the call.

Language Line Services •

• [www.languageonline.co.uk](http://www.languageonline.co.uk)