

Interpretation Service to South East Community Healthcare (CHO 5)

Please bring to the attention of staff without access to e-mail.

Interpretation Service Booking Procedure

1. Book in advance where possible.
2. To book an interpreter with the appropriate language, phone Access Translations:
 - a. **021 431 6022. This service is available 24 hours, 7 days a week.**
 - b. *If we ring Access Translations to initiate the actual translation conversation we will avoid Access' phone charges which are much more expensive than our own.*
3. Those booking the service **must provide the following information for the purposes of monitoring quality and audit expenditure:**
 - Name of Staff Member
 - Job Title
 - Contact Telephone Number
 - Email address
 - Department Name
 - Location/Address of Department
 - Patient Initials
 - Patient Hospital Number (hospital settings only) or Date of Birth or Order Reference Number

In very exceptional circumstances, it may be necessary to have an interpreter on site, for example to convey bad news regarding a patient's health. The on-site service, however, is very costly and should only be used when absolutely crucial.

4. In the event that the Interpretation Service needs to be **cancelled**, this must be done at least **24 Hours in advance of the booking appointment**, otherwise cancellation charges will be incurred.
5. This is a free service to GP's for patients with medical cards and Access Translations Limited should be asked to forward invoices for the service to: General Manager Social Inclusion, Social Inclusion Offices, Ground Floor St. Otteran's Hospital, John's Hill, Waterford.

NOTE: Please see the support available on the Emergency Multilingual Aid section of the HSE web site (<http://www.hse.ie/eng/services/Publications/SocialInclusion/EMA.html>) and also "On Speaking Terms: Good Practice Guidelines for HSE staff in the Provision of Interpreting Services" at (<http://www.hse.ie/eng/services/publications/SocialInclusion/emaspeaking.pdf>) These Guidelines have been compiled by the HSE's Social Inclusion Unit (Office of the CEO) and the Health Promoting Hospitals Network – National Intercultural Hospital Initiative.