

## Accessing a Telephone Interpreter via Language Line

### When your patient is with you

1. Dial 0800 169 2879. Select option to get a telephone interpreter.
2. The operator will ask you for:
  - Your customer ID
  - Language you require (you can also ask for male/female interpreter)
  - Your initial and surname
3. Stay on the line while the operator connects you to an interpreter. The operator will inform you when the interpreter is “now on the line.”
4. Note the interpreter ID code, introduce yourself and brief the interpreter.
5. To start the conversation, face your patient and introduce yourself and let the interpreter interpret the information.

Continue the conversation.

*Speak directly to the patient!*

*Do not say to the interpreter, “Can you please tell or ask him/her to ...”*

### Making outgoing patient calls

The operator will connect you to an interpreter and conference the patient into the call. A teleconference is a telephone call in which several people can be on the line at the same time.

1. Have your patient’s name and telephone number ready.
2. Dial 0800 169 2879. Select option to get a telephone interpreter.
3. The operator will ask you for:
  - Your customer ID
  - Language you require (you can also ask for male/female interpreter)
  - Your initial and surname
  - Inform the operator that you need to “CALL or DIAL-OUT” to your patient. Give the patient name and telephone number.
4. Stay on the line while the operator connects you to an interpreter. The operator will inform you when the interpreter is “now on the line.”

Note the interpreter ID code, introduce yourself and brief the interpreter while waiting for the operator to conference the patient in the call.

Ask the interpreter to speak first to the patient and inform the patient that this is a conference call with an interpreter and yourself (your name and who you are).

5. To start the conversation with your patient, introduce yourself the purpose of your call.

Continue the conversation.

### Handling Incoming Patient Calls who are non-English speaking

If you receive a call from a non-English speaking patient, try and obtain the patient’s number, the language they speak and their name.

Tell them that you will hang up and call them back with an interpreter.

Follow the procedure for “making outgoing patient calls.”

If you have conferencing facility on your phone:

1. Tell the patient you will put them on hold and you will get a telephone interpreter.
2. Follow steps 1 to 4 for “When your patient is with you” and advise the operator and interpreter that the patient is on hold (already on the line).
3. When the interpreter is on the line, then conference (join in) your patient into the call.
4. Before starting the conversation, ask the interpreter if they can hear you then ask if the patient can hear you (let the interpreter interpret). Continue the conversation.

For support or queries, please contact Equality and Diversity, NHS Grampian:

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