



When do you use telephone interpreting services?

Most outpatient bookings

Follow up bookings

For A&E departments

Other emergencies

Bookings under 30 minutes

Bookings that require complete confidentiality

Bookings where the patient/customer is unhappy with an interpreter present

Passing a message to patient/customer

How do you book telephone interpreters?

Telephone Interpreting is provided by D A Languages. Between Monday to Friday 9:00-17:30 please call 0161 928 2533 Ext 201. For out of hours, Monday to Friday 17:30 to 9:00 including bank holidays and weekends, please call the out of hour's coordinator on 07919157626.

You will then be connected to an operator who will need the following information:

1. The name of your organisation
2. Department, unit or service name
3. Your first name and surname
4. The language you require. The operator will then put you on hold whilst they find the first available interpreter. Once an interpreter has been arranged you will be transferred to a three-way telephone line.

How to work effectively with telephone interpreter

1. Introduce yourself to the interpreter and the interpreter to the patient/service user.
2. Clearly and briefly state the purpose of the session/phone call to the patient/customer and the interpreter.
3. Use short sentences in plain English and speak directly to the patient/customer (e.g. Do you have a fever?).
4. Allow the interpreter to clarify as he/she has no visual cues to assist.



5. Pause after one or two sentences to allow the interpreter to speak.
6. Be prepared to explain some things in more details for the telephone interpreting. Some terminology and concepts may not have an equivalent in the target language.
7. Control the conversation. The telephone interpreter is only there to interpret. You are responsible for making sure the patient/customer receives the same service as an English-speaking client.
8. Ask the interpreter and the patient/customer questions to ensure they understand what you want to communicate
9. Avoid asking the interpreter for his/her opinion about the situation being interpreted
10. Clearly indicate the end of the session to both the patient/customer and the interpreter.
11. If your patient/customer is present in the office you will need to pass the phone to your patient/customer each time you finish speaking to the interpreter.
12. Follow up by providing us with feedback about your interpretation services. You can email your feedback to telephoneinterpreting@dalanguages.co.uk or call us 0161 928 2533 Ext 201.

We can accommodate three/four-way telephone interpretation calls. Tell the operator the name and phone number of the third party, and they will arrange the call for you. The interpreter cannot facilitate this for you. You must ask the operator at the beginning of the call.

Your telephone interpreter's role

We expect our interpreters to meet high standards and want to know when they are meeting our expectations. To that end, your feedback is critical.

1. Make sure your interpreter introduces himself/herself using a first name and ID number. They are not required to provide a last name.
2. Your interpreter should not have a side conversation with you or the patient/customer. He or she must relay everything that is said back to you or your patient/customer. This includes any advice that the patient/customer may ask of the interpreter.
3. Your interpreter should not discuss anything unrelated to the telephone interpretation assignment.