Southern Health and Social Care Trust

PROCEDURE FOR BOOKING INTERPRETERS

FOR ALL LANGUAGES
Appointment booked in advance and/or involves sensitive matters

FOR ALL LANGUAGES
Immediate emergencies until face-to-face interpreter present

FOR ALL LANGUAGES
Straightforward or quick appointments or to contact a patient.

Sign Language Interpreters

Face-to-Face
 Interpreter NIHSICS
 Email booking form
 Telephone 028 9056 3794 in an EMERGENCY OR OUT-OF HRS

Telephone Interpreting Service
0800 321 3053
3-Way Conference call 0800 321 3045

RNID:
028 9033 1320

FULLY COMPLETE – The NIHSICS Interpreter Booking Form on the intranet and forward via email to: interpreting@belfasttrust.hscni.net
As far as possible please give 2 – 3 days notice of the appointment.

EMERGENCIES/URGENT APPOINTMENTS:-
Tel: 028 9056 3794 – to see if an interpreter is available, then forward the booking form via e-mail.

OUT OF HOURS APPOINTMENTS:-
After 5 pm and before 9 am, weekends etc Tel: 028 9056 3794 (booking form must be emailed the next day)

NIHSC Interpreting Service will aim to confirm the availability or non-availability of suitable Interpreters 2 –3 days before the appointment

NIHSC Interpreting Service confirms Job Details to Source with Job Number and Interpreter. Confirmation also sent to Finance

Please check Interpreter’s ID Badge. After the appointment the Practitioner must sign the Interpreter’s invoice. Interpreter will then forward the invoice to Payments, Finance Department, Lurgan Hospital

Practitioner to complete Practitioner Monitoring Form if they wish and return to NIHSC Interpreting Service

If an Interpreter is not available the Booking Source will be notified via email 2 –3 days before the appointment or sooner if it is an emergency.

If NIHSICS cannot provide, contact the alternative sources below in the order listed but ensure it has been authorised by the Head of Department as the Trust will have to cover the cost for this:

- For Chinese Only: Wah-Hep: 028 3834 7162 or 07802 314040
- STEP: 028 8772 9002
- FLEX: 028 9036 6546
- NICEM: 028 9023 8645

CANCELLATIONS
In the event you need to cancel an interpreter, please contact the interpreting provider immediately.

For written translations or alternative formats please download the flowchart from the intranet.

EAU/February 2011