

Interim Interpretation Service Booking Procedure to HSE Community

1. Book in advance where possible. If not possible, due to an unscheduled or emergency presentation, please contact **021 431 6022** (24hr availability) and the request for interpretation will be met within a 1 hour period for face to face interpretation (dependant on geographical location) or within a 30 minute period for Telephone/video conferencing interpretation.

a. The Service Provider guarantees that they are contactable by phone at all times 24/7.

b. The Service Provider, will, in the event of non-attendance by an interpreter, provide a replacement within a 1 hour period for Consecutive Interpretation or within a 30 minute period for Telephone Interpretation.

c. Where possible all telephone interpretations will be monitored by a third party.

d. The Service Provider agrees that each request for interpretation will be serviced from the nearest available interpreter.

e. The Service Provider agrees that in the event of separate departments, at the same or nearby locations, requiring the same language interpretation, that in the interest of economy, the same interpreter will be used, where possible.

f. The Service Provider will maintain a Record of Attendance or Confirmation of Service

Provision for **all** Interpretation jobs undertaken except in the case where the job has been cancelled on route.

2. To book an interpreter with the appropriate language, phone Access Translations: **021 4316022**. Access Translations will confirm the appropriate procedure to follow to access an interpreter. The procedure will be similar for scheduled and unscheduled interpretation services, differing only in the required timeframe for the session.

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
- Department Name
- Location/Address of Department
- Patient Name
- Patient Hospital Number or Date of Birth or Order Reference Number
- Type of service required e.g. phone, video conferencing or onsite*

**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.

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4. Following the completion of the interpretation session, the health service will need to confirm

with Access Translation that the interpretation service has been provided. This will be

undertaken as follows:

a. Telephone/Video/What's App Session:

Email info@access-translations.com with the log in code provided for the interpreter and confirm date and time provided by the Interpreter and confirm date and time of service.

b. On site interpretation:

Sign Record of Attendance provided by the Interpreter

5. 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.

Steps on conducting an interpretation session

When the interpreter makes contact with the health service, check his/her identification and

record the interpreter's name and ID number in the clients notes.

Brief the interpreter as to what is required.

Introduce the interpreter to the client.

NOTE: Please see the support available on the Emergency Multilingual Aid section of

www.hse.ie/ukraine web site:

[Download an English-Ukrainian phrasebook to help you communicate in a medical emergency](#)

(PDF, size 1.3MB, 74 pages)

[Download an English-Russian phrasebook to help you communicate in a medical emergency](#)

(PDF, size 2.1MB, 71 pages)

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.