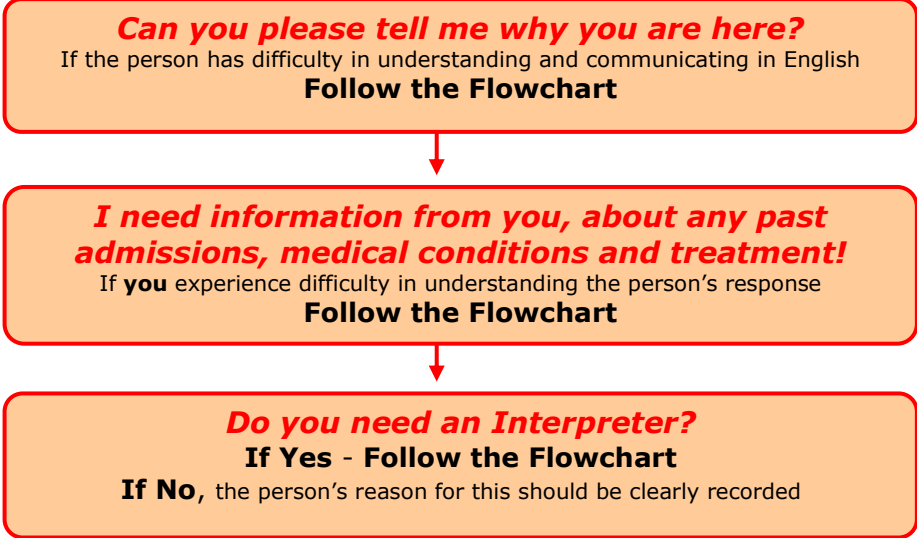# Do You Need an Interpreter?

Assess To assess if a person is able to fully understand and communicate in a health care situation, ask the following questions:

> ***Can you please tell me why you are here?***
> If the person has difficulty in understanding and communicating in English
> **Follow the Flowchart**

↓

> ***I need information from you, about any past admissions, medical conditions and treatment!***
> If **you** experience difficulty in understanding the person's response
> **Follow the Flowchart**

↓

> ***Do you need an Interpreter?***
> **If Yes** - **Follow the Flowchart**
> **If No**, the person's reason for this should be clearly recorded

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Book

FLOWCHART
for Booking a Health Care Interpreter

> **What language do you speak? e.g. Cantonese or Mandarin not Chinese, Arabic from Sudan or Lebanon?**

→

> **Do you need On-Site or Phone Interpreter?** (faster via phone)

→

> **Do you need Male or Female Interpreter?** (where available)

> **Call:**   **9912 3800 or**
> **Fax:**   **9840 3789**
> **Email:**   **WSLHD-HCIS-InterpreterBookings@health.nsw.gov.au**
> **e-Orders:**   **(Available for inpatients only)**
> **24 hrs, 7 days a week**

Urgent requests *ARE NOT* to be faxed or emailed

Confirm

> Record **all** booking details in the person's file /electronic record e.g. FirstNet*, iPM
> HCIS will confirm the booking with you
> (*FirstNet Users insert Interpreter Symbol via Set Events)