

Managing the interview

- Ask what the interpreter is doing if there are long discussions between the client and the interpreter.
- Do not engage in a side conversation with the interpreter yourself.
- Do not rush the session; the interpreter needs time to check that the client understands what has been said before moving onto another topic.
- When an interpreter is present with you and your client arrange a suitable sitting position.
- Clearly indicate the start and end of the session to the interpreter and your client.

When should an interpreter be provided on site

Primary Health Interpreter Service is mostly delivered in the mode of phone interpreting. However an on-site interpreter can be arranged in circumstances requiring, e.g.

- GP consultation taking more than 45 minutes:
 - Collecting comprehensive health history
 - Informed consent for surgical procedures and local anaesthesia
 - Advice of terminal illness and other bad news
- Sign language interpreting
- Exercising of powers under the Mental Health Act and MH consultation

The Interpreter Service will help you decide whether an on-site interpreter is necessary

**The Auckland District Health Board
Primary Health Interpreting Service
can be reached at the following:**

**Auckland District Health Board
Interpreting Service**

*Monday to Friday 8am to 4.30pm
Excluding public holidays*

Phone: 0800 559 555

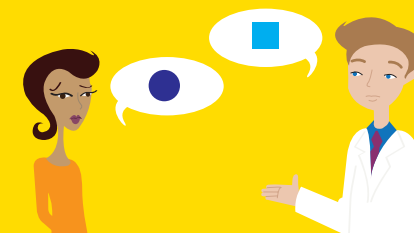
Fax: (09) 623 4695

Email: PHIP@adhb.govt.nz

**Level 5, building 4, Greenlane clinical centre
214 Greenlane West Road, Epsom, Auckland
PO Box 92189, Auckland Mail centre**

*Auckland District Health Board Primary
Health Interpreting Service Project*

When & How to Use ADHB Primary Health Interpreting Service



A User Guide for Practices

It is important to provide interpreting when -

- A non-English client indicates that they need language assistance or can not communicate fluently with you in English or doesn't seem to understand what you say.

- Test your client English level

Ask your clients open-end questions e.g. when did you come to New Zealand and who do you live with? (avoid questions like "what is your address? What is your name and date of birth?)

Or ask them to repeat your sentences in English. If they have difficulties with either one, an interpreter is needed.

- When explaining complex and detailed information to a non/Limited English speaker.

Why use professional interpreters?

When it is clear an interpreter is required, it is important to use a professional interpreter who does not only have proficiency in both languages but also specially trained in interpreting skills and are bound by a Code of Ethics.

Although relatives, friends and neighbours can speak both languages, they may take on advocacy, adviser roles rather than interpreting.

They may disclose clients' information to others/ community.

Using children to interpret can create an opportunity for incorrect information and inappropriate use of a minor.

Consider

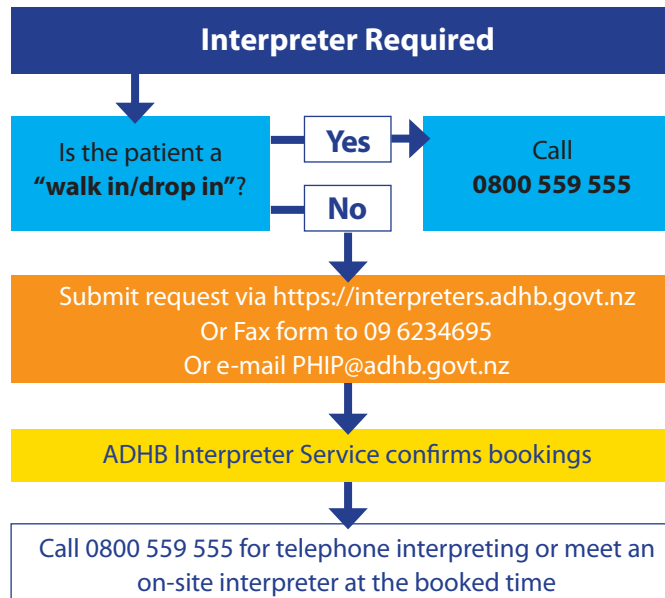
- In some cultures and religions, your client may ask for gender matched interpreter.
- When client informs of his/her language needs, try to check if the client speaks more than just one language. This will increase the chance of securing an available interpreter, especially in small language groups.

How to book interpreter

Online, Fax or Email for pre-arranged visits

- For all requests we encourage you to submit your request online at <https://interpreters.adhb.govt.nz>
- You can also send your request via fax or e-mail to free our phone line for urgent needs
- Fill out the request form provided by us and fax to 09 623 4695.
- Email the form as an attachment to PHIP@adhb.govt.nz

If you request a telephone interpreting for a future date, please do not forget to ring us on the 0800 number at the time of the appointment.



Phone for urgent request only within 8 hours

1. Call 0800 559 555 and Identify your practice, your name
2. Time of the appointment if interpreter is not needed immediately
3. Advise the language (not the country of origin) and indicate gender preference if necessary
4. Provide information prompted by us.

How to use telephone interpreter

- Briefing – introduce yourself and provide a brief background on what the call is about.
- Inform the interpreter of the type of your phone equipment, e.g. speaker phone.
- Indicate that you are going to start the session with your client.
- Speak in the first person (say "what is your address?" rather than "Ask her what her address is)."
- Speak clearly and in your normal tone. Pause frequently to allow the interpreter to interpret (interpreting is a process in transmitting information in two languages, sometime the other language may not have an equivalent term and interpret needs to paraphrase).
- User plain English and avoid jargons.
- It is suggested that you still face your client when speaking over the phone.
- Clearly indicate the end of your session to the interpreter and the client.