

If you need an interpreter, you must request this from the receptionist, doctor or nurse.

Telephone Interpreting is often the preferred medium. However we also provide face to face services.

**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: 6309943 ext 27124 or 27137

Fax: (09) 623 4695

Email: PHIP@adhb.govt.nz

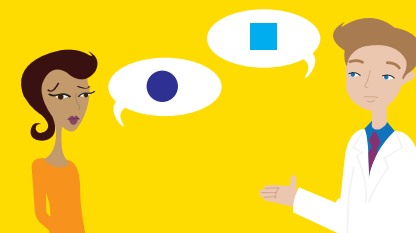
*Level 5, building 4, Greenlane clinical centre
214 Greenlane West Road, Epsom, Auckland
PO Box 92189, Auckland Mail centre*



**Auckland District Health Board
Primary Health Interpreting Service**

Free Interpreting Services

*are now available at your
doctors and other primary
health providers*



**A user Guide
for patients**



Face to Face interpreting

- When consultation takes more than 45 minutes
- For Sign Language Interpreting
- Collecting a comprehensive Health history
- Exercise of a power under Mental Health Act
- Discussing complex medical issues
- Client's consent to procedures involving local anaesthesia

All other consultation will be carried out over the phone.

Eligibility criteria

To be eligible for this service you:

- **Must be eligible for public health services in New Zealand**
- **If you have no or limited English speaking proficiency**
- **Have a hearing impairment and require a Sign Language Interpreter.**

Exception:

- **ACC-related clients are not eligible for this service**

Free interpreting services are also available to:

- All PHO services
 - Breast Screening
 - Retinal Screening services
 - Psychological services
 - Podiatrist services
 - Physiotherapists
- Community based retinal screening services
- Pharmacy Services
- Community Laboratory Services
- Community Radiology Services
- Community Pre-school Oral Health Education Services
- Plunket Nurses
- Accident & Medical Clinic
- Independent Midwives
- Home based support services (ADHB only)
- Birthcare
- Parent & Family Resource Centre (for parents and families of children and young people with disabilities)
- Arthritis NZ
- Mercy Hospice
- Family Planning Association
- Positive Women

List not inclusive.

Interpreters

- The interpreters used are fully trained and experienced
- Interpreters are required to maintain client confidentiality at all times and are bound by the Interpreters Code Of Ethics
- Responsible for interpreting for the client and the doctor/staff using consecutive mode: this is when the interpreter speaks after the source speaker has finished and vice versa

Interpreters are also available and free for your appointments at Auckland District Health Board. Advice the ward staff or appointment coordinators when receiving care that you need an interpreter.

