

Providing responsive interpreting services to improve access to healthcare for our communities

WHY SHOULD I USE A PROFESSIONAL INTERPRETER?

The Sydney Health Care Interpreter Service aims to ensure healthcare services are accessible to all communities regardless of language and culture.

Communication using a professional health care interpreter ensures:

- Accuracy and neutrality in the transmission of information
- Informed consent is obtained
- Confidentiality of patient information

In addition to interpreting, SHCIS interpreters can provide upon request:

- Translation of patient related documentation
- Cultural background information for health professionals

Your comments and feedback are welcome to help us provide improved access to health services for our culturally and linguistically diverse and deaf communities.

PLEASE CONTACT

Director,
Sydney Health Care Interpreter Service
9515 0028

Sydney Health Care Interpreter Service
Sydney Local Health District
c/o Level 9 KGV Building
Camperdown, NSW 2050

www.slhd.nsw.gov.au/interpreters/

email: sydneyinterpreters@sswahs.nsw.gov.au



Call Centre Number
9515 0030

www.slhd.nsw.gov.au/interpreters/

Sydney Health Care Interpreter Service

ABOUT THE SYDNEY HEALTH CARE INTERPRETER SERVICE (SHCIS)

SHCIS provides professional health care interpreting services for patients and health care providers in hospitals, community based locations and in the homes of our patients.

We provide:

- Face to face interpreting
- Telephone interpreting
- Videoconference interpreting (where available)

SHCIS is managed by Sydney Local Health District (SLHD) Community Health.

Services are currently provided to patients of

- Sydney Local Health District
- South Eastern Sydney Local Health District
- Sydney Children's Hospital (Randwick)
- St Vincent's Hospitals (Public & Private)
- The Forensic Hospital
- some Non-Government Organisations.



All of our interpreters are accredited or recognised by the National Accreditation Authority for Translators and Interpreters (NAATI).

HOW TO BOOK AN INTERPRETER

Sydney Health Care Interpreter Service
Call Centre:

9515 0030

SHCIS provides interpreting services 24 hours a day, 7 days a week including public holidays.

This is a **free** service to all patients and their families/carers

Options for online and fax requests for block bookings and Interpreter appointments are available, requests must be made at least 72 hours in advance.

See website for more information:

www.slhd.nsw.gov.au/interpreters/

Fax No: 9515 9577



WHAT INFORMATION DO I NEED TO MAKE A BOOKING?

- Language required. Country of birth is not adequate information as many countries have more than one spoken language
- Date and time of required appointment
- Estimated length of appointment
- Name and contact number of the health care provider
- Location of appointment/name of service or clinic and exact address
- Purpose of appointment (eg consent for procedure, crisis situations, follow up)
- Preferred gender of interpreter (it is not always possible to provide the preferred gender)
- Patient's MRN or name, date of birth and address
- If the appointment is urgent, please state the urgency (urgent calls are prioritised)