

# Providing responsive interpreting services to improve access to healthcare.

## Why use a professional interpreter?

The role of the Health Care Interpreter is to facilitate effective communication in public health care settings between non-English speaking and Deaf clients and Health Care Providers. The provision of professional Health Care Interpreters aims to overcome linguistic and cultural barriers faced by many Australians from non-English speaking backgrounds and Deaf patients.

Communication using a professional Health Care Interpreter ensures:

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

Not providing professional interpreters for patients who need them can result in a waste of time and resources, inconvenience, embarrassment, poor quality of care and even tragedy. Service providers need to ensure equitable access to services and health information by using a professional interpreter when required.

## Feedback

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

**Web:** [www.slhd.nsw.gov.au/interpreters/](http://www.slhd.nsw.gov.au/interpreters/)

**Email:** [sydneyinterpreters@health.nsw.gov.au](mailto:sydneyinterpreters@health.nsw.gov.au)

Sydney Local Health District  
Sydney Health Care Interpreter Service  
c/o Level 8 KGV Building, Camperdown

(02) 9515 0030



Sydney Health Care  
Interpreter Service  
Information for Health Care Providers



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## About the Sydney Health Care Interpreter Service (SHCIS)

SHCIS provides quality professional health care interpreting to health care providers and non-English speaking or Deaf patients.

This enables our patients to participate, make informed decisions and successfully navigate mainstream services.

We provide:

- Face to face interpreting
- Telephone interpreting
- Video conference interpreting (where available)
- Translations (for quotes and fees for this service please contact our office).

SHCIS is available to all public health facilities **24 hours a day, 7 days a week.**

## How to book an interpreter

The responsibility to book an interpreter lies with the health care provider seeing the patient.

All requests must come through the SHCIS Call Centre. Bookings can be made by phone, by calling 9515 0030 or by email requests sent to [SLHD-\*\*interpreters@health.nsw.gov.au\*\*](mailto:SLHD-interpreters@health.nsw.gov.au)

Where possible, bookings should be made well in advance to allow for our staff to organise an interpreter that best meets your needs.

See website for more information:  
[www.slhd.nsw.gov.au/interpreters](http://www.slhd.nsw.gov.au/interpreters)



## What information do I need to make a booking?

[www.slhd.nsw.gov.au/interpreters/faq\\_p.html](http://www.slhd.nsw.gov.au/interpreters/faq_p.html)

- 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, contact number and email of the health care provider. Mobile phone number of health care provider attending a home visit
- 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, name, date of birth and address
- If the appointment is urgent, please state the urgency (urgent calls are prioritised)



Supporting our core values — Collaboration, Openness, Respect, Empowerment



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