

Quick Referral Guide

Interpreting service hours

Monday to Friday except for public holidays, 8-00am to 7.00pm.

How to make urgent bookings

Urgent bookings = Bookings requiring immediate response to request.

① Dial ☎ 0800 88 77 65 (WATIS call centre)

② For URGENT TINT bookings you will be asked the following information:

- Your Access Code _____
- Your clinic name, your surname, then first name, phone number
- Interpreter preference: Language or Gender/Name
- For TINT: do you want an Out-of Town (Yes/No)
- Is the patient with you? (if not patient phone number)
- Duration of appointment

RESPONSE: Please hold and you will be connected with an interpreter within 10 minutes or if you prefer WATIS could call you back within 10 minutes.

For URGENT SINT/APC/TA bookings you will be asked the following information:

- Access code; clinic name, your surname, firstname, phone number
- Interpreter preference: Language or Gender/Name
- Duration of appointment
- For SINT: Appointment Location, who to report to
- For APC/TA: pt phone number

RESPONSE: WATIS will call back to confirm booking status within 10 minutes

How to make non-urgent same day bookings over the phone

- You will be asked all of the above plus....
- Patient NHI number, gender, surname, firstname
- Appointment date, time, duration

RESPONSE: WATIS will call back to confirm booking status within 10 minutes

How to make non-urgent following day bookings

- Book via WATIS online system www.watis.org.nz

RESPONSE: An email confirmation will be sent to you within 24 hours or within your specified timeframe noted in your booking form.

How to contact us (WDHB: WATIS Interpreting Service)

- For enquiries/urgent changes to bookings: **0800 88 77 65**
- For non-urgent changes via web online www.watis.org.nz

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Primary Health Interpreting Service

How to access Interpreting Service

Working together to:



Ensure primary health services are accessible



Improve communication



Improve and maintain clinical safety



Reduce inappropriate and preventable use of emergency and secondary care services



Your Clinic Access Code: _____



Primary Health Interpreting Service

What services are available?

- **(TINT) Telephone interpreting:** this service can connect one to six people over the phone with an Interpreter supporting the communication between the non-English speaker(s) (NES) and English speaker(s) (ES)
- **(SINT) Face to Face (site) interpreting:** this service provides an Interpreter to support face to face communication between NES client and ES staff at the specified clinic/ location
- **(APC) Appointment Confirmation:** this service provides an Interpreter to confirm/ cancel/ reschedule appointments with NES clients over the phone
- **(TA) Telephone Assignment:** this service provides an Interpreter to do 1-3 follow-up calls with NES clients (eg checking medications/health status) with specific instructions

Service Guidelines

- Telephone interpreting (TINT) is the default medium for all primary health consultations because of cost and convenience
- Face to face(site) interpreting service (SINT) will only be provided only if sessions or consultations with the health professionals/service staff involves:
 - o More than 45 minutes
 - o Sign-language interpreting
 - o Comprehensive health history and complex medical issues
 - o Psychological therapies (e.g. counselling, cognitive behaviour therapy)
 - o Interventions such as HPV, B4SC, breast screening, retinal screening
 - o Refugees and asylum seeker patients who have been in NZ for two years or lesser
 - o Medicine review, and interventions in home settings
- Interpreter-assisted consultations must be managed in timely manner (it is costly to keep interpreters waiting)
- When giving bad news or providing sensitive information to clients over the phone, you may wish to ask for an out-of-town interpreter (only applicable to telephone interpreting) who is unlikely to know the client personally (this is an issue, especially, with smaller community groups)

Access Criteria

Enrolled or casual primary health migrant and refugee clients who are

- Eligible for publicly funded health services in NZ
- Do not speak English or have limited English speaking language proficiency
- Have hearing impairments requiring sign language interpreting are eligible for free primary health interpreting service

Exception: Private Specialist and ACC-related clients are not eligible for this service.

Note: Clients who are not eligible for free interpreting service could access an interpreter if they agree to pay for the cost directly to the interpreter (can be arranged via WATIS).



Primary Health Interpreting Service

User Payment for Interpreting Service

- No fee is payable by clients or primary health providers for the interpreting service when access guidelines and criteria are met

Client Confidentiality

- All information communicated to the interpreter remains confidential.
- Interpreters are required to follow WDHB Policies and protocols in regard to client confidentiality

Training

Primary health staff will be provided with the following training:

- How to book interpreting services (mandatory)
- How to work with interpreters effectively (mandatory)

Booking information/feedback/reports

- Available online via www.watis.org.nz

Languages provided

Albanian	Hindi	Russian
Algerian	Hungarian	Samoa
Arabic	Indonesian	Serbian
Armenian	Italian	Serbo-Croatian
Bangla (Bengali)	Japanese	Slovak
Bosnian	Kikongo	Slovenian
Bulgarian	Kinyarwanda	Somali
Burmese (inc Chin, Burmese, Karen)	Kiribati	Spanish
Cambodian (Khmer)	Kirundi	Sinhalese
Chinese	Korean	Sudanese(inc Dinka)
(inc Cantonese, Chiu Chow, Foochow, Hakka, Hokkien, Mandarin, Shanghainese, Taiwanese, Teochew)	Kurdish	Swahili
Cook Is Maori (Rarotongan)	Kuwaiti	Swedish
Croatian	Lao	Tahitian
Czech	Lebanese	Tamil
Dari (Afghani)	Lingala	Telugu
Dutch	Macedonian	Thai
Ethiopian (Amharic, Tigringa)	Malay	Tokelau
Farsi (Iranian, Persian)	Montenegro	Tongan
Fijian – Hindi	Nepali	Turkish
German	Niuean	Tuvaluan
Greek	NZ Sign Language	Ukrainian
Gujarati	Polish	Urdu
	Portuguese	Vietnamese
	Punjabi	Yugoslavian
	Pushtu	
	Romanian	



Waitemata
District Health Board
Te Wai Awhina