

How to use * * LANGUAGE LINE

Full guidance can be found on the
NHS Highland Intranet or [TAMs Website](#)

A STEP by STEP Guide

1.

Phone
0800 028 0073

LANGUAGE LINE provides a telephone interpreting service across all NHS Highland sites. It is available 24/7 in over 200 languages.



You will be asked for:

- Your **6 DIGIT CLIENT ID CODE**. This code is confidential to your department & is available here on the [Intranet](#).
- Your initials & surname.
- The language you require (if you aren't sure what language you need, explain what you know).

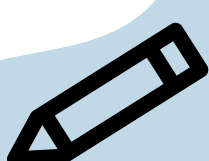
2.

Speak to the
OPERATOR

3.

you will be
passed onto a
TRAINED
INTERPRETER

At this point you will be provided an **INTERPRETER ID** - write this down! You can be re-connected to the same interpreter using this number. **Don't forget** to also document this number in the patient's notes.



- If they are with you - start the call on speaker.
- If they are not with you - provide the patient's name & number (be prepared and ask the interpreter to leave a message should they not get through. Don't forget a contact number!).

4.

Is the patient
with you?

TOP TIPS



- Remember to introduce yourself.
- Give the interpreter time to interpret.
- Keep questions short.
- Remember to speak to the patient, not the interpreter
- Don't forget to check understanding throughout the call.
- Allow time for the patient to ask questions.
- Let both your patient & the interpreter know when you have finished the call.