

Provision of Language Services



Western Health

COVID - 19

Be Safe -- Be Smart -- Be Kind

Interpreting Services

Interpreting services are currently only available over the telephone or via video call unless you have an in-patient who is unable to effectively engage in remote interpreting. These may include but are not limited to:

- Critical / sensitive or end of life conversations
- Consent for elderly patient especially if hearing impaired
- Family meetings
- Vulnerable groups such as patients with a cognitive deficit, elderly patients, and palliative care

Any face to face sessions must be kept to as short a time as possible.

Interpreters will adhere to the COVID- 19 PPE Guidelines when delivering care to the patients and will have access to their own face shield.

Please see below for details on how to book for your area. AUSLAN interpreting will be available through video relay interpreting (VRI) service.

Areas of relevance

Setting	Action
Outpatient bookings	Continue to request interpreters via iPM as usual. ALL services will be provided by telephone or via Zoom and telehealth at this time. A list of interpreter bookings and mode of interpreting will be sent to Outpatients the day prior to the clinic indicating which service to page or call and codes if required.
Wards/ED – In house interpreters	Page the in-house interpreters according to table below during business hours. If your patient is in a priority cohort and requires face to face interpreting please discuss with your interpreter when booking.

All other languages and After Hours

Call 1300 739 731
Please have patients name, UR and phone number available

How to request

All Enquiries: 57148 **Business hours 8:30am – 5:00pm**

To request an interpreter during business hours in the following languages please page:

ARABIC SH #306 FH #318	ASSYRIAN SH #306 FH #318	BURMESE SH #118 FH #118
GREEK SH #428 FH #214	ITALIAN SH #427 FH #427	SERBIAN/ CROATIAN SH #114 FH #681
SPANISH SH #680 FH #680	MANDARIN/ CANTONESE SH #594 FH #146	MACEDONIAN SH #763 FH #763
	VIETNAMESE (Sunshine) SH #857 #960 #144	VIETNAMESE (Footscray) FH #141 #142

For all other language requests during business hours please contact:
Ext: 57148 or Fax : 8345 6685 or Email: interpreters.bookings@wh.org.au

After hours interpreting: Please call 1300 739 731