

# Provision of Language Services



Western Health

COVID - 19

Be Safe -- Be Smart -- Be Kind

## Interpreting Services

Face to face interpreting will be available for in-house languages from 10 March 2022, and will be provided by Western Health Language Services staff.

Due to demand, the interpreters may not always be available to attend on person and will work with the requesting clinician to provide the best possible alternative for the patient by video or phone.

As services begin to ramp up, agency requests for languages not available to be provided by the in-house team will be phased back in, particularly for exceptional circumstances, such as end of life discussions or difficult conversations about diagnoses. Other agency requests will need to be sourced via telephone or video. Please call Language Services should you need to discuss.

## Areas of relevance

Setting	Action
<b>Outpatient bookings or Telephone Outpatient appointments</b>	Continue to request interpreters via iPM as per usual prior to Covid restrictions.  List of interpreter bookings are sent to Outpatients the day prior to the clinic with the pager number of the interpreters.
<b>Wards/ED – in-house interpreters</b>	Page the in-house interpreters according to table below during business hours.
<b>All other languages and After Hours</b>	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:

<p><b>ARABIC</b></p> <p>SH #306 FH #318</p>	<p><b>ASSYRIAN</b></p> <p>SH #306 FH #318</p>	<p><b>BURMESE</b></p> <p>SH #118 FH #118</p>
<p><b>GREEK</b></p> <p>SH #428 FH #214</p>	<p><b>ITALIAN</b></p> <p>SH #427 FH #427</p>	<p><b>SERBIAN/ CROATIAN</b></p> <p>SH #114 FH #681</p>
<p><b>SPANISH</b></p> <p>SH #680 FH #680</p>	<p><b>MANDARIN/ CANTONESE</b></p> <p>SH #594 FH #146</p>	<p><b>MACEDONIAN</b></p> <p>SH #763 FH #763</p>
<p><b>AUSLAN</b></p> <p>Call Ext. # 57148</p>	<p><b>VIETNAMESE (Sunshine)</b></p> <p>SH #857 #960 #144</p>	<p><b>VIETNAMESE (Footscray)</b></p> <p>FH #141 #142</p>

**For all other language requests during business hours please contact:**

**Ext: 57148 or Fax : 8345 6685 or Email: [interpreters.bookings@wh.org.au](mailto:interpreters.bookings@wh.org.au)**

**After hours interpreting: Please call 1300 739 731**