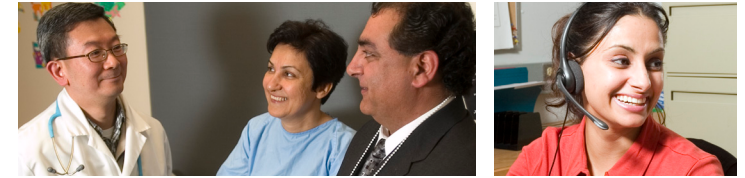


South Island Division of Family Practice

How to Access an Interpreter



On-Demand Telephone Interpreting

1. Call toll-free: **1-877-217-7167**
2. Enter your code: **3843**
3. Select the language required
4. State the physician's name
5. Wait for the interpreter to come on the line
6. If the client is with you, use speakerphone; if not, use the conference function on your phone to conference-in the client
7. Once connected, introduce yourself, your role & the context of the call to the interpreter
8. Ask the interpreter to introduce him/herself to the client
9. Proceed with the conversation, speaking directly to the client, not the interpreter
10. When finished, announce the end of the call to all parties

Sign Language Interpreting:

Emergency	1-877-736-7039
Non-emergency	1-877-736-7012

Sign language interpreting funded by the Provincial Health Services Authority and provided through the Western Institute for the Deaf and Hard of Hearing.

Working with an interpreter:

- An interpreter acts as a language conduit, rendering an oral message from one language into another
- You should speak directly to the client; the interpreter will speak in the first person
- You should allow time every few sentences for the interpreter to interpret
- The interpreter will interpret everything said during the session

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Compliments and complaints:

Call 1-877-228-2557 or email PLSQualityAssurance@phsa.ca (include your contact information, interpreter name/ID number, incident date, time, etc.).