

You have identified the need for an **interpreter or a translation**. Please make sure you know what language is needed. Please **consider telephone interpreting as your first option**. Face-to-face interpreting will **only be available** for short appointments if there is a **clinical justification**.

1. Telephone interpreting (24/7)

Please make sure you have your access code, PIN code and language code at hand. Those can be found in the Appendices, or on the NHS Lothian intranet page (open the intranet, search for “translation” and click on the first link). When you are ready, phone

0333 344 9473

2. Face-to-face interpreting

If you use the Allocate StaffBank booking system, enter your request online. If not, email the details to Staffbank.its@nhslothian.scot.nhs.uk (including patient’s initials, gender and DOB, language, date/time, estimated duration, department, doctor’s name and contact details, and any relevant information).

If <48h notice, please phone the ITS team line on **0131 536 2020 option 5 (Mon-Fri 8am-8pm, Sat-Sun 9am-5pm)**.

If this is needed out of hours, **phone Switchboard and ask for the emergency interpreter service**. You can also use telephone interpreting.

3. Sign Language and deaf blind communicators

If you use the Allocate StaffBank booking system, enter your request directly online. Otherwise, email the details to Staffbank.its@nhslothian.scot.nhs.uk (including patient’s initials, gender and DOB, language, date/time, estimated duration, department, doctor’s name and contact details, and any relevant information).

If <48h notice, please phone the ITS team line on **0131 536 2020 option 5 (Mon-Fri 8am-8pm, Sat-Sun 9am-5pm)**. If this is needed out of hours, **phone Switchboard and ask for the emergency SIGN LANGUAGE**

4. Translation

If you need a document translated, email the document to: Staffbank.its@nhslothian.scot.nhs.uk (including language needed, deadline, doctor’s name and contact details, and any relevant information such as deadline, for example if the patient is due to be seen again). Please also include the relevant cost centre code if your document is generic (leaflet, questionnaire posters etc.) as only the translation of clinically-critical documents can be funded centrally.