

Bookings

Urgent Bookings (within 4 hours)

1. Contact WATIS on **442 3211** or Extn **2211**
2. Provide the following information:
 - Requestor and service details
 - Appointment details
 - Language and interpreting service required
3. Complete a **Job Request Form** and fax to WATIS on **486 8307** or Extn **2307**
4. WATIS will contact you within **10 minutes** to confirm

Non-Urgent Bookings

Complete a **Job Request Form** and fax to WATIS on **486 8307** or Extn **2307** or if you have access to our online booking system www.watis.org.nz

1. Login using your email address and password
2. Go to **"Make Booking"**, complete form and submit

Contact Details

Enquiries: 442 3211 or Extn 2211

Fax: 486 8307 or Extn 2307

Email: watis@waitematahdb.govt.nz

Postal: Waitemata DHB,
Private Bag 93-503,
Takapuna 0622

Languages & Dialects Available

Afghani (incl Dari, Pushtu)	Farsi (Iranian, Persian)	Nepali
Albanian	Filipino (incl Tagalog, Pampango)	Niuean
Algerian	German	NZ Sign Language
Arabic	Greek	Polish
Armenian	Hungarian	Portuguese
Bangla (Bengali)	Indian (incl Hindi, Fijian Hindi, Gujarati, Punjabi, Telugu, Urdu)	Romanian
Bosnian	Italian	Russian
Burmese (incl Burmese, Chin, Karen, Zou)	Indonesian	Samoan
Cambodian (Khmer)	Japanese	Serbian
Chinese (incl Cantonese, Chiu Chow, Foochow, Hakka, Hokkien, Mandarin, Shanghainese, Taiwanese, Teochew)	Kikongo	Serbo-Croatian
Cook Island Maori (Rarotongan)	Kinyarwanda	Slovak
Croatian	Kiribati	Slovenian
Czech	Kirundi	Somali
Dutch	Korean	Spanish
Ethiopian (incl Amharic, Tigringa)	Kurdish	Sinhalese
	Kuwaiti	Swahili
	Lao	Swedish
	Lebanese	Tahitian
	Lingala	Tamil
	Macedonian	Thai
	Malay	Tokelau
	Montenegro	Tongan
		Tuvaluan
		Ukrainian
		Vietnamese
		Yugoslavian



WATIS Interpreting Service

Information for
Waitemata DHB
services



www.asianhealthservices.co.nz

Classification number: 786001-12-001

Review date: August 2018

About WATIS

WATIS Interpreting Service is managed by Asian Health Services to provide interpreting services for Waitemata DHB's hospital and community based services. WATIS provides a 24 hours, 7 days service and contracts more than 200 interpreters to cover 90+ languages and dialects (*including NZ Sign Language, Asian, Pacific, European, Middle Eastern, Latin American and African languages*).

Service Aims

Working together to:

- Ensure health services are accessible
- Improve communication
- Improve and maintain clinical safety
- Reduce inappropriate and preventable use of emergency and secondary care services

Services Available

▪ **Onsite (Face-to-Face) Interpreting**

Interpreters facilitate communication between parties in face-to-face sessions and also provide sight translation when required

▪ **Telephone Interpreting**

Interpreters facilitate communication between parties over a telephone

▪ **Appointment Confirmation**

Interpreters contact a patient / client by telephone to confirm, cancel or reschedule an appointment with a patient, or to confirm if an interpreter is required

▪ **Telephone Assignment**

Interpreters make up to 3 telephone calls to the same patient / client, e.g. to remind them to take medication, or check on their health status

Interpreter's Roles & Responsibilities

Interpreter's Role

The roles of interpreters are to be a:

- **Conduit** - to interpret literally with no omissions, additions or editing, or clarify as required (the interpreter will alert the health practitioner when they are interpreting literally)
- **Clarifier** - to interpret underlying and metaphorical meanings within the cultural context

Interpreter's Role Does Not Include:

- The provision of cultural advice (they may only provide some cultural context around a patient / client's response)
- The provision of transport for patients / clients
- The provision of advice to patients / clients about their decision or choice of treatment
- Acting on behalf of the patient / client to provide medical history to health practitioner
- Acting as a support person or providing emotional support
- Contacting patients / clients to check on their health status or to remind them about medications without official instruction from the health practitioner and their interpreting service

When to Use a Professional Interpreter?

A professional interpreter is recommended to be used for the following situations:

- decision making, e.g. informed consent
- accurate communication
- patient / client confidentiality
- managing sensitive and emotional issues
- medical complexity

How to Assess the Need for an Interpreter?

- Ask the patient / client open-ended questions that require an answer in the form of a sentence (i.e. avoid questions that require only a Yes / No response)
- Ask the patient / client to repeat a statement back to you in their own words
- From the patient / client's response or lack of response, try to determine if they have a hearing impairment, speech impairment or limited English proficiency

In general, an interpreter should be used in situations where a patient / client's lack of ability to speak or hear and understand English could restrict both the patient / client's ability to understand the information provided and the staff understanding of the patient / client's needs.

Legislative Requirements

Healthcare providers are required to comply with the following legislation requiring the provision of interpreters, where practical:

- **Right 5** of the Health & Disability Services Commissioners Act - Code of Rights
- **Section 6** of the Mental Health (Compulsory Assessment and Treatment) Act