

# Interpreter Services

## Patient information - Customer Services

In New Zealand, every individual has the legal right to a competent interpreter when meeting with health service providers.

An Interpreter is a professional, fluent in at least two languages who translates speech orally. The interpreter's role is to work in person to facilitate communication between two parties who do not have a common language, or have limitations in communicating, in this case with health service providers.

The Interpreter Service consists of resources to assist communication between the health service provider and the patient.

Many non-English speaking patients have some knowledge of English which is adequate for their daily tasks. However, in a health situation where it is important that accurate information is given and received, an interpreter should be used.

This service is available 24 hours / 7 days.

Interpreters should be used whenever a lack of ability in the English language could restrict understanding of a patient's needs and rights as well as provider obligations.

### What the service can provide

- Interpreters covering 50 languages and dialects.
- Ensures patients who do not understand or speak English are able to participate in making decisions about their health care and treatment.
- Interpreters who are bound by a Code of Ethics.
- Interpreters who are bound by the Health Information Privacy Code (1994) ensures patient's confidentiality and privacy is maintained.
- Interpreters who have a knowledge of the health services.
- Interpreters who are able to ensure Informed Consent, if consent is to be given by the patient.
- Interpreters who are able to brief staff on patient's cultural beliefs.

The service is provided at no charge to the patient.

A telephone interpreting service is also available 24 hours / 7 days

## Interpreters are available in the following languages:

- Amharic (Ethiopian)
- Arabic
- Bahasa (Indonesian)
- Bengali
- Bhutanese (Nepal)
- Cambodian (Khmer)
- Cantonese
- Chinese
- Croatian
- Czech
- Dari
- Dutch
- Ethiopian
- Farsi
- Fijian Indian
- Filipino (Philippines)
- French
- German
- Greek
- Gujarati
- Hebrew
- Hindi
- Hungarian
- Italian
- Japanese
- Korean
- Kurdish
- Malay
- Mandarin
- Marathi
- Nepali
- NZ Sign Language
- Niuean
- Pashto
- Persian
- Polish
- Portuguese
- Russian
- Samoan
- Serbian
- Somali
- Spanish
- Swedish
- Toishan (Taishanese)
- Taiwanese
- Tamil
- Tigrinya
- Thai
- Tongan
- Ukrainian
- Urdu
- Vietnamese

## How to arrange for an How to interpreter

If you are a relative, discuss with hospital staff the need for an interpreter. They will then arrange for an Interpreter through Interpreter Services Christchurch Hospital 364 0669 (Internal 80669)

**After hours**, weekends and during statutory holidays arrange through the Duty Manager's Office - Christchurch Hospital, Burwood Hospital, Princess Margaret Hospital or the Clinical Coordinator of the Birthing Suite at Woman's Hospital.

To assist finding the most appropriate interpreter, please tell the staff member the following:

- the language you need
- where and when the service is required
- the name of the patient, gender and age
- any other relevant information

The service is available 24 hours according to the availability of the Interpreters and the urgency of the situation.

## For further information, please contact

Interpreter Service Coordinator

Customer Services

Christchurch Hospital

Private Bag Box 4710

Christchurch 8140

Ext: 80669

Email: [interpreterbookings@cdhb.health.nz](mailto:interpreterbookings@cdhb.health.nz)

Location

Quality / Customer Services Office

Lower Ground Floor, Christchurch Hospital

For more information about:

- your health and medication, go to [www.healthinfo.org.nz](http://www.healthinfo.org.nz)
- hospital and specialist services, go to [www.cdhb.health.nz](http://www.cdhb.health.nz)