

# Interpreter Services

## Patient Information – Customer Services

### What the service can provide:

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 facilitate communication between two parties who do not have a common language or have limitations in communicating, in this case with health service providers.

We aim to ensure that health services are accessible and that we assist in the improvement of communication and maintenance of clinical safety.

### The services we provide are:

- **Onsite (face to face) interpreting:** Interpreters facilitate communication between parties in face to face sessions
- **Telephone Interpreting:** Interpreters facilitate communication between parties over the telephone
- **Appointment confirmations:** Interpreters contact a patient by telephone to confirm, cancel or reschedule an appointment, or to confirm if an interpreter is actually required

### The Interpreting services are available 24 hours a day / 7 days a week.

- Interpreters covering 50 languages and dialects either in person or by telephone.
- Interpreters who ensure 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) ensuring a 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 interpret literally with no omissions, additions or editing, or clarify as required.
- Interpreter who clarify underlying or metaphorical meanings within the cultural context
- The service is provided at no charge to the patient if they are a New Zealand citizen.

## Interpreters are available in the following languages:

Amharic (Ethiopian)	Gujarati	Russian
Arabic	Hebrew	Samoan
Bahasa (Indonesian)	Hindi	Serbian
Bengali	Hungarian	Somali
Bhutanese (Nepal)	Italian	Spanish
Cambodian (Khmer)	Japanese	Swedish
Cantonese	Korean	Toishan (Taishanese)
Chinese	Kurdish	Taiwanese
Croatian	Malay	Tamil
Czech	Mandarin	Tigrinya
Dari	Marathi	Thai
Dutch	Nepali	Tongan
Ethiopian	NZ Sign Language	Ukrainian
Farsi	Niuean	Urdu
Fijian Indian	Pashto	Vietnamese
Filipino (Philippines)	Persian	<b>These are subject to additions so please contact us if the language is not listed</b>
French	Polish	
German	Portuguese	
Greek		

## How to arrange for an 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)**

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
- any other relevant information

The service is available 24 hours a day, 7 days a week. The office hours are 8am to 4.30pm Monday to Friday but facilities are in place for afterhours requests. Please talk to the staff.

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

## For further information, please contact

Interpreter Service Coordinator Customer Services Christchurch Hospital Private Bag Box 4710 Christchurch 8140	<b>Location of Office</b> Customer Services Office Lower Ground Floor, Parkside West Christchurch Hospital
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