

Booking Guide

Waitemata Auckland Translation & Interpreting Service (WATIS)

SERVICE HOURS

24hours 7 days.

HOW TO MAKE URGENT BOOKINGS

Urgent bookings = Bookings requiring immediate response (for same day appointments).

1 Dial 09-442 3211

2 You will be asked the following information:

- Your Access/Cost Centre Code.
- Your surname, then first name; service/clinic name and phone number.
- Service required (eg TINT, SINT, APC, TA).
- Language required.
- Start time of appointment.
- Duration of appointment.
- For SINT: Appointment Location.
- Preferred interpreters: Gender/Name.

3 Fax a Job Request Form to WATIS 09-4868307 for documentation record.

Response: For TINT - please hold and you will be connected with an interpreter within 10 minutes or if you prefer WATIS could call you back within 10 minutes. For SINT/APC/TA - WATIS will call back to confirm.

HOW TO MAKE NON-URGENT BOOKINGS INCLUDING TRANSLATION BOOKINGS

Non-urgent bookings = Bookings for same day or future date appointments (not requiring immediate response).

You can fax a Job Request Form or if you have the online access:

- Go to www.watis.org.nz
- On the Left Bar on web-page, click "SIGN-IN".
- Enter your email address and password.
- Select/Click "MAKE BOOKING".
- Complete the online booking form and click "SUBMIT".

Response: For Manual Bookings - a fax confirmation will be sent to you. For Online Bookings - an email confirmation will be sent to you before the appointment time or within specified time-frame noted in your booking form.

How to contact us

For enquiries/urgent changes to bookings:
09-442 3211 (x2211)

For non-urgent changes via web online:
www.watis.org.nz

For feedback:
09-486 8920 ext 2102 or via web online
www.watis.org.nz

Interpreting Service Provider:
WDHB - WATIS Interpreting Service

WATIS Fax:
09 486 8307

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How to Access Interpreters

Working together to:

Ensure health services are accessible

Improve communication

Improve and maintaining clinical safety

Reduce inappropriate and preventable use of emergency and secondary care services



Information sheet for WDHB Secondary Care Services

This service is part of WDHB's Asian health support services.



What Services are Available?

- **(TINT) Telephone interpreting:** this service can connect one to six people over the phone with an Interpreter supporting the communication process between the non-English speaker(s) (NES) and English speaker(s) (ES).
- **(SINT) Face to Face (site) interpreting:** this service provides an Interpreter to support face to face communication process between NES client and ES GP staff at the specified clinic/location.
- **(APC) Appointment Confirmation:** this service provides an Interpreter to confirm/ cancel/ reschedule appointments with NES clients over the phone.
- **(TA) Telephone Assignment:** this service provides an Interpreter to do 1-3 follow-up calls with NES clients (eg checking medications/health status) with specific instructions.

Service Guidelines

- **Face to Face (site) interpreting service (SINT) is useful for any of the following criteria:**
 - Consultations take more than 45 minutes discussion.
 - Conducting thorough first assessment of clients.
 - Exercising of power under the Mental Health Act.
 - Process involves narrative therapy, counseling, complex discussions or large group discussions.
 - Discussing bad news (eg serious medical issue).
 - Getting client's informed consent.
 - Procedures involve local anaesthesia.
 - For sign language interpreting.

- **Telephone interpreter is useful for any of the following situations:**
 - Patient /client interaction is urgent.
 - the information is of a type that could ordinarily be discussed with the client over the telephone e.g. admission and check out procedures; and the interpretation is required only for a brief period of time and is for less than 45 minutes.

Access Criteria

Limited English Speaking or Non-English speaking migrant and refugee clients who are:

- Eligible for publicly funded health services in NZ.
 - Do not speak English or have limited English speaking language proficiency.
 - Have hearing impairments requiring sign language interpreting.
 - Are eligible for free interpreting service.
- For clients not eligible for free interpreting service, the cost will be charged to clients by accounts receivable after confirming the service and hours utilised.

WDHB Obligations: The Right 5 of the Code of Health & Disability Services Consumers' Rights and Section 6 of the Mental Health (Compulsory Assessment and Treatment) Amendment Act 1999 give clients the right to effective communication (requiring services to provide a competent interpreter, where practical, for clients who have limited ability to understand and speak English) – (refer WDHB Interpreting Policy on intranet).

Client Confidentiality

- All information communicated to the interpreter remains confidential.
- Interpreters are required to follow WDHB Policies and protocols in regard to client confidentiality.

Training

- The following trainings are available from WATIS:
- How to access or book interpreting services.
 - How to work with interpreters effectively.

Booking information/feedback/reports

Available online via www.watis.org.nz

Languages provided

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

