

### END OF SESSION

- Summarise session and discuss whether objectives were met (there may be language or cultural reasons if objectives were not met).
- Clarify diagnostic /treatment issues where necessary.
- Clarify any cultural issues, interpretation of words or concepts.
- For Onsite sessions – Interpreter will complete their Job Information Form for the staff to confirm start and finish times and to sign off.
- For Telephone sessions – Staff to confirm start and finish times with the Interpreter before ending the session. Staff to write start and finish times on Job Notification Form and fax back to WATIS at 09 486 8307 for billing purposes.

### THINGS TO NOTE

- A WATIS Interpreter must always be wearing the Waitemata DHB Identification Card.
- If an Interpreter is late or causes concern please notify WATIS immediately.
- A WATIS Interpreter must always have a WATIS Job Number that matches with the number assigned to requester on the fax.

### How to contact us

For enquiries/urgent changes to bookings:  
**09-442 3211**

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

For feedback:  
**0800 88 77 65** or via web online **www.watis.org.nz**

WATIS Fax:  
**09 486 8307**

For new user registration/credit application:  
**09-442 3219**

### 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.

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- 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 timeframe noted in your booking form.**

# WATIS Translation & Interpreting Service

## How to Access



Working together to improve communication.  
Facilitating quality and cost effective translation & interpreting services within the Auckland region.

## INTRODUCTION

Waitemata Auckland Translation & Interpreting Service (WATIS) is managed by WDHB Asian Health Support Service. It provides interpreting and translation services 24-hours 7-days a week for all languages, including sign language. It is a not-for-profit service. All fees earned by WATIS are for further development of 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 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.
- **Documentation Translation** - translation of any written information, e.g. brochures, reports, etc.

## SERVICE GUIDELINES

- Face to Face (site) interpreting service (SINT) is useful for any of the following situation:
  - Consultations/appointment 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.
  - For hearing impairment client.

- 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.

- Interpreter-assisted consultations must be managed on timely manner (it is costly to keep interpreters waiting).

## CLIENT CONFIDENTIALITY

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

## BOOKING INFORMATION/FEEDBACK

- Available online via <http://www.watis.org.nz/info/service.php>

## LANGUAGES PROVIDED

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

## HOW TO EFFECTIVELY USE AN INTERPRETER

It would be more effective when working with an interpreter to make time for a short pre-briefing session, and also for a de-briefing session after the appointment time.

## PRE-SESSION BRIEFING

- Introduce yourself (your role).
- Identify a leader for the session.
- For face to face sessions, arrange an appropriate seating arrangement to facilitate the communication.
- Brief interpreter the purpose and objectives of the session.
- Obtain cultural background from the interpreter (if necessary or if you wish to understand cultural etiquette).
- Establish mode of interpreting – consecutive or simultaneous.
- Brief on confidentiality protocol (this also includes not discussing client in the session).

## DURING THE SESSION

- Introduce interpreter and explain your and their role to the client (include fact that everything said in the session will be interpreted ie no private discussions between parties during the session).
- Assure client that rule of confidentiality applies to both you and interpreter.
- Establish ground rules of speaking through the interpreter (ie not to).
- For face to face sessions, maintain eye contact with your client (if appropriate) not with interpreter.
- Expect the interpreter to use the 1st person singular when interpreting.
- Direct questions/statements to the client or client's family not directly to the interpreter.
- Do not enter into direct conversation with the interpreter.
- Do not ask the interpreter for their opinion (only for cultural clarification).
- Pause at regular intervals for the interpreter to assimilate and interpret.
- Allow enough time for the interpreter to convey information (it may only take 3 words to explain but it may take more time for the interpreter to convey the information in their language).
- Use short sentences.
- Check with interpreter about any cultural contexts for information by patient (if necessary).