

Bookings

Non-Urgent Bookings

On-line booking system (preferred)

Go to www.watis.org.nz

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

Urgent Bookings (within 4 hours)

1. Contact WATIS on **0800 88 77 65**
2. Provide the following information:
 - Requestor and service details
 - Appointment details
 - Language and interpreting service required
3. WATIS will contact you within **10 minutes** to confirm, or keep you on hold to connect you immediately to an interpreter if required for Telephone Interpreting

Contact Details

Enquiries: 0800 88 77 65

Fax: 09 486 8307

Email: watis@waitematadhb.govt.nz

Address

Postal: WATIS Interpreting Service,
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



Primary Health Interpreting

Information for
primary healthcare
service providers



About Primary Health Interpreting

Primary Health Interpreting is provided by **WATIS Interpreting Service** for primary healthcare services in the Waitemata DHB district. The service is funded by the Ministry of Health via the Northern Regional Alliance Ltd. WATIS provides a 24 hours, 7 days service and covers 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

Services Available

- **Telephone Interpreting**
Interpreters facilitate communication between parties over a telephone
- **Onsite (Face-to-Face) Interpreting**
Interpreters facilitate communication between parties in face-to-face sessions and also provide sight translation when required
- **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 their health status or to remind them about medications without an official instruction from the health practitioner and their interpreting service

When to Use a Professional Interpreter?

A professional interpreter is recommended 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.

For any planned appointment please book the interpreter in advance to secure the booking especially for minority languages.

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