



# Do you need an interpreter?

An interpreter may be required for Aboriginal people, people from culturally and linguistically diverse backgrounds (CaLD), and people who are Deaf or hard of hearing. To assess if a consumer/carer is able to fully understand and communicate in a health care situation, ask the following questions:

## Assess

### How can I help you?

If the person has difficulty understanding and communicating in English or is Deaf or hard of hearing go to **Book**.

### Can you please tell me if in the past you have seen a doctor or been to a hospital for any other health problem?

If you experience difficulty in understanding the person's response go to **Book**.

### Do you need an Interpreter?

If **yes** – go to **Book**.

If **no**, the person's reason for this should be clearly documented in the patient's medical record.

## Book

### What language do you speak?

e.g. Aboriginal language, Arabic from Sudan or Lebanon?

### Do you speak a second language?

### Would you prefer a male or female interpreter? (where available)

### Which type of interpreting is appropriate? Face to face, telephone or video?

### Book the interpreter:

Interpreter required	☎ business hours*	☎ after hours*	email
Language coordinator			
Aboriginal			
CaLD			
Auslan			

*\*For urgent requests, please phone.*

## Confirm

After receiving confirmation of the booking, document all booking details in the patient's medical record.

**Confirm the booking with the consumer/carer.**