



Communicating with our
Diverse Communities

Telephone Interpreting

March 2019



We **MUST** provide our patients with interpreting support where required. This service is paid for centrally, not by your department or service.

Telephone interpreting is fast and simple to use. It can be accessed via **telephone** or the **mobile app**. See reverse for details.



Before you start, make sure you visit [HR Connect/interpreting](#) for the information you may need. Your 6 digit department CODE _____

Your password _____ You can access telephone interpreting in 2 ways -

Telephone

Call **0800 004 2000**

Enter your 6-digit department CODE

Enter the 3-digit language code (access at [HR Connect/interpreting](#) or ask operator for help)

You will be connected to an interpreter in as little as 15 seconds

Tell the interpreter if your patient is with you or if you need them to contact the patient on another number.

Use your speaker phone to give the interpreter your first question/statement

Let the patient and interpreter know when you are finished the conversation

Mobile App

Download the **Capita LiveLINK Client App** free from your app store

Log in using email address - which is your

CODE@capitalivlink.com -

and your password

You will only need to log in once - not every time you need an interpreter.

Click 'Get Service'

Select the language you require.

You will then be connected to an interpreter.

Use the speaker on your mobile to start the session.

You can use this service to phone your patient by clicking on 'Add Call' and entering their number. Click 'merge'.

