

**3-way call via thebigword
with a patient / carer and an interpreter**

If you need to conduct a **telephone call** with a patient who needs support from an interpreter to communicate, that is possible via **thebigword 3-way call**:

1. Call dedicated phone number **033 33 44 9473**
2. Enter eight digit **Access Code** followed by the # key. Codes can be found [here](#).
3. Enter **0 #** (instead of the language code) to connect to thebigword **Contact Centre**
4. Give **thebigword operator** details of **language required & telephone number of patient / carer**
5. The operator dials out to interpreter and connects through to your call (within 60 seconds)
6. Interpreter states **ID number** and will give name if requested
7. Introduce yourself and give interpreter any necessary **background information** and explain that it is a 3-way telephone call
8. **Operator calls the patient / carer**
9. Operator leaves call and interpreting begins like any other interpreter-mediated conversation

**3-way call via contactScotland
with a Deaf patient / Deaf carer and a British Sign Language
interpreter**

If you need to conduct a **telephone call** with a patient who needs support from a Sign Language Interpreter to communicate, that is possible via **contactScotland 3-way call**:

1. The person you are calling needs to have **downloaded the InterpreterNow application** to their smart phone/tablet (compatible with Android / iPhone, front facing camera required). The patient also needs to be online.
2. Call **0131 510 4555** to connect to the online interpreter – using your usual phone.
3. Give the online interpreter the **name** of the patient you wish to call. The operator will let you know if the patient is **registered** with them, and if s/he is **online**.
4. Subject to the Deaf person you are calling having downloaded the InterpreterNow app and being 'logged in', the online interpreter will be able to **connect you immediately**.
5. The interpreter will **relay the call** between you and the Deaf person. The app is **free to download and free to use**.
6. The patient can also **contact you** using this service (via the app, or via [this link](#) from a PC/laptop/MAC, provided it is connected to the internet and a webcam). The patient will use Sign Language to communicate and the interpreter will relay it to you in spoken English over the phone, and vice-versa.

This service is **free** (government-funded), to enable communication between Deaf patients and public bodies such as the NHS. However the service **cannot be used for an appointment**. For more information, visit

<http://contactscotland-bsl.org/>