



ITS PATHWAY

starting 16 JUNE 2020

Face to face interpreter:

If you have access to Allocate, enter an appointment under the actual location of the appointment.

e.g.: **ITS - RIE - OPD 4**
Notes: AB, F, 01/01/2000. Face 2 face required. PPE provided. [*insert contact number for enquiries*].

If you don't have access to Allocate, please phone our team on 0131 536 2020 option 5 Mon-Fri 8am-8pm, Sat-Sun 9am-5pm.

This is also valid for **British Sign Language** appointments.

NearMe consultation:

If you have access to Allocate, enter an appointment under location called "**ITS-R-NearMe Consultation**".

e.g. **ITS-R-NearMe**
Notes: AB, F, 01/01/2000. Diabetes review. NearMe link <http://https://nhsattend.vc/ourclinicname>. [*insert contact number for enquiries*].

If you don't have access to Allocate, please phone our team on 0131 536 2020 option 5 Mon-Fri 8am-8pm, Sat-Sun 9am-5pm.

The interpreter will join the NearMe Clinic on the day, stay in the waiting area and the clinician can add them to the call. See NearMe guide "How to add a 3rd participant to a consultation".

This is also valid for **British Sign Language** appointments.

Please note you can text the patient via NearMe to send them the video call link.

Scheduled Telephone consultation:

If you have access to Allocate, and if the clinician can set up the call themselves (ie. can add the interpreter to the call), please add an appointment under location "**ITS-R-Phone consult (Clinic sets up)**" e.g.: **ITS-R-Phone consult (Clinic sets up)** Notes: AB, F, 01/01/2000. Diabetes review. [*insert contact number for enquiries*].

Our team will contact you nearer the time to give you the interpreter's phone number. On the day, use a work smartphone, phone the interpreter, click "Add a call" on your screen, dial the patient's phone number, and click "Merge call" to have all 3 participants on the call.

If the clinician **needs the interpreter to set up the call**, please add appointments under location "**ITS-R-3 way call (Interp sets up)**". e.g.: **ITS-R-3 way call (Interp sets up)** Notes: AB, F, 01/01/2000. Diabetes review. [*insert contact number for enquiries*].

Our team will contact you nearer the time to obtain the patient's and the clinician's phone number.

If you don't have access to Allocate, please phone our team on 0131 536 2020 option 5 Mon-Fri 8am-8pm, Sat-Sun 9am-5pm.

Please note **interpreters can only have conversations with patients if the requesting party is on the line**. Interpreters do not pass on messages as they do not have access to work phones and should not be in direct contact with patients. If you wish to pass on a message prior to a telephone conversation, please send the message to StaffBank.its@nhslothian.scot.nhs.uk who will translate the message in writing, and return it to you.

Unscheduled Telephone consultation (last minute) or any other scenarios:

The Big Word can be used for:

- *unscheduled calls,
- *unscheduled 3-way calls,
- *if our service is unable to fulfill your request (eg. rare language, high demand), in which case we will aim to give you 24-48 hrs notice wherever possible.

Phone number: **03333 449 473**

Codes: **88 900 001#** for hospitals (no PIN)

88 900 002# for Community (no PIN)

88 900 003# for Optician/Pharmacy (no PIN)

88 900 004# for Dentists (PIN=Practice Code)

88 900 005# for GPs (PIN=Practice Code)

Language code: as below, OR press 0 to speak to an adviser and ask for a specific gender / ask for a 3 way call (to get the patient & an interpreter on the line).

702	Albanian	99	Hindi	997	Russian
91	Amharic	724	Hungarian	755	Slovak
92	Arabic	995	Italian	957	Somali
706	Bengali	735	Lithuanian	1	Spanish
707	Bulgarian	97	Mandarin	729	Tamil
93	Cantonese	98	Pashto	773	Tigrinya
710	Czech	5	Polish	764	Turkish
712	Farsi (Persian)	996	Portuguese	999	Urdu
95	French	749	Punjabi	2	Vietnamese
738	Gujarati	750	Romanian	0	More

Please note you can use <https://contactscotland-bsl.org/> to have a short conversation with a BSL User, if the patient is registered (but not for a consultation).

If you are not sure which option the clinic is going to opt for, we would advise that you only give us the booking details once it is confirmed.

Alternatively please use the Face to Face pathway option and add "TBC" in the Notes instead of "Face 2 face required", and our team will get back to you nearer the time to check what's been decided.

If you need a document translated, please send it to Staffbank.ITS@nhslothian.scot.nhs.uk as usual.