

Phone interpreting or face-to-face interpreting? Choosing the most appropriate service.	
Face-to-face interpreter	Phone interpreter
For non-verbal communication such as British Sign Language, Deaf Blind Manual, Moon, Makaton etc.	Initial contact
If the patient has a communication or cognitive impairment (sight or hearing) or a learning disability and for situations relating to mental health.	Registration
If there are Child Protection, Vulnerable Adults or Gender based violence issues.	Short consultation
If the patient may need emotional support (bereavement, violence, death, breaking bad news).	Non-complex appointment
To explain complex information (e.g. life threatening diagnosis, prognosis, etc.).	Emergency (when the service user cannot wait for a face-to-face interpreter to arrive/while the service waits for a face-to-face interpreter to arrive)
If there is a need for the interpreter to see the situation (e.g. form filling).	For rare languages, as there may not be approved interpreters available in the region.
Ethically difficult or challenging situations.	If a face-to-face interpreter hasn't been booked for the patient.
Interpreting for a child, with a parent or guardian present.	If no face-to-face interpreter is available.
Where the conversation needs to be recorded for legal reasons.	Any other situations where none of the conditions described in the left column of this table applies.