



**be
effective**

**How to 'book an Interpreter for
your client sessions'.**

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What is this guide for?



This document has been created to guide Thrive Tribe employees through how to use the Interpreters Portal service. The service is for non-English speaking clients. This guide will take you through the steps needed to book and use the interpreter's service for your client interactions. Whether it's for a group or 1-2-1 session, remote or face to face. We can provide bespoke support to suit the clients' needs.



How to Book

There are two ways you can use the interpreter service. You can either pre-book an interpreter for a client session, this might be remote or face-to-face (f2f). Or you can use the ad-hoc service, where the interpreter is not pre-booked, they are simply called at the time of your interaction. e.g. if you are in a support team having received a client referral and want to book a client into a session.

An interpreter can be booked in advance using the booking form link: <https://interpretersportal.formtitan.com/ftproject/bookings> Please complete all fields. You must know the language the client needs to make the interpreter booking. Please specify if the appointment is remote (video or phone call appointment where the client is in a different location to you) or if an interpreter is joining a face-to-face session remotely (where the client is in the same location as you). You will need to complete all sections on the booking form and add any relevant details, for the interpreter, to the comments box. E.g. 1-2-1 stop smoking session, client would prefer female interpreter, etc...

Please note booking an interpreter has a fee of £20, so if a client cancels their appointment, please also cancel the interpreter to avoid being charged.

For the contact name & contact number, please put your details (the person booking the interpreter).

The form is a booking application for an interpreter. It includes fields for the time of appointment, estimated duration, actual duration, language selection, and a comments section. The comments section contains the text: "Health Hearts Service, 1st client appointment. one-to-one session."



Who
can
help



me book an interpreter?

This guide should provide you with everything you need to book an interpreter for your clients. However, if you need additional support with the booking process you can use your local contacts also known as your local service pin holders. They have been trained to help you book an interpreter and support you to use the Interpreter service.

When making an interpreter call with your clients, you will need **your local service PIN**, this is listed below or held by your local PIN holder. Please use your service PIN number only. Please do not use a different service PIN number. This PIN enables us to tailor the Interpreter service to each service area to provide the best possible service for future delivery.

Service	PIN holder name	PIN code
Kick It Kingston	Julie Chong	271010
MVF Football	Leanne Smith	271011
OY Surrey	Sarah Norris	271012
OY Lincolnshire	Dan Newby	271013
OY East Sussex	Sue Conlay	271014
ARRS Hammersmith & Fulham	Katie Ferrett	271015
City & Hackney	Honia Rahim	271016
Gloji Smoke Free	Greg Mell	271017
Healthier You (Cornwall)	Sandra Hayward	271018
Gloji Hampshire & IoW (not including smokefree or PA)	Sara Courtney	271019
Healthier You (Cambridge & Peterborough)	Marian Preston	271020
Healthier You (Derby & Derbyshire)	Alison Horton	271021
Healthier You NE London	Alison Horton	271022
Healthier You NW London	Alison Horton	271023
Healthier You SE London	Alison Horton	271024
Healthier You SW London	Alison Horton	271025
Brighton	Sue Littleford	271026
H & F Health Coach	Katie Ferrett	271027
Nottingham	Stef White	271050



Physical Activity Hampshire	Jack Bennett	271051
Smokefree Hampshire	Heather Clayton	271052



How to make a call with an interpreter and client

Please follow the process below for making both pre-booked and ad-hoc calls for an interpreter.

Dial into the Portal (using one of the 2 phone numbers)

You will be greeted by an automated message

Enter your service's unique PIN number (find in table above)

You will be asked to input a 3 digit language code

The language requested will be confirmed back to you (either agree by pressing 1 or re-enter)

If using the Ad Hoc Service you will be transferred to your interpreter.

You will need to brief them on who you are, who your client is and what the call is about. **(and the GDPR statement)**

If using the Conference Service, once connected to the interpreter you will hear a voice over asking if you want to connect a 3rd party to the call. You can do this at any point in the discussion with the interpreter, by pressing the star key (*) and inputting your client's number, concluding with the # key

The interpreter will introduce themselves to the client and read the TT data protection statement out in the clients Language and the session can begin.

Once finished, say goodbye and hang up the call, all parties will be disconnected.

Note: The Interpreters service can be used remotely, face-to-face, for one-to-one or group sessions. There is also an option for an Interpreter to call in remotely if a client has a one-to-one session. If this is required, please add the details onto the booking form and notify your local PIN holder.



Phone Numbers & Booking Link

Please check which phone number you need for your client. There is a different number if you are either face-to-face with your client or in separate locations. These phone numbers are below.

Phone Numbers

On Demand *when client and practitioner are in same location* +44 1636 556267

Conference Service *when all parties are in separate locations* + 44 1386 571795

Booking link for Interpreter:

<http://bookings.interpretersportal.com>



Language Codes

Below is a list of the most used languages and their language codes. The language codes you will need for your interpreter call. If you would like other languages not listed, please write the language you require on the booking form in the notes section to notify the interpreter service.

Language	Code	Language	Code
Arabic	553	Malayalam	310
Amharic	552	Kirghiz	576
Albanian	102	Kurdish (Sorani)	580
Armenian	104	Kurdish (Bahdini)	581
Bengali	108	Korean	579
Bosnian	111	Lithuanian	423
Bulgarian	113	Nepali/Nepalese	244
Burmese	611	Oromo	139
Chinese Mandarin	612	Pashto	144
Chinese Cantonese	613	Polish	147
Chinese Hakka	618	Portuguese	148
Czech	118	Punjabi	142
Croatian	117	Romanian (Moldovan)	150
Dari	146	Russian	152



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Dutch	121	Serbian	319
Farsi	145	Serbo-Croat	320
French	124	Slovak	159
German	126	Somali	161
Greek	127	Slovenian	160
Gujarati	128	Spanish	163
Hebrew	557	Swahili	321
Hindi	129	Swedish	324
Hmong	411	Tagalog/Filipino	325
Hungarian	223	Thai	333
Indonesian	305	Turkish	338
Italian	132	Tigrinya	334
Japanese	601	Tamil	329
Javanese	306	Urdu	342
Karen	619	Ukrainian	341
Khmer (Northern)	404	Vietnamese	401
Latvian	422	Yiddish/Hebrew	557



Statement read by interpreters at the start of appointment

Below is the GDPR statement that is read by the Interpreter to the client at the start of a pre-booked session after the interpreter has been introduced to the client. **If your session is Ad Hoc, you will need to ask the interpreter to read out the statement at the start of the session, where relevant to your call or session.**

My role today is to help you communicate with the healthcare professional and vice versa, I will translate everything you say in English and I will help translate what (Practitioner Name) says to (clients language).

The Interpreters Portal will not record, store, or pass on any of your personal data. You have the right to withdraw this service at any time. Would you like to proceed with this session? Yes/NO



Interpreter Portal Service – FAQ



Who is the Interpreter's Portal service for?

Anyone who doesn't understand English or has a preferred language that isn't English can use this service.

What is the ad-hoc service?

The ad-hoc service is the non-bookable service. It is a way of getting an interpreter on the phone when you haven't pre-booked an interpreter.

What is the pre-booked service?

This service allows you to book an interpreter for a 1-2-1 client appointment. The Interpreter will be available a few minutes before your booking time and will wait for 10 minutes after the booked appointment to allow time for you to contact the client and get the interpreter on the phone. For pre-booked group session please contact your local master pin holder, Head of Service or contact Katie who manages the Interpreters Portal account Katie.ferrett@thrivetribe.org.uk.

Is there a charge for the pre-booked service?

There is a £20 booking fee for every interpreter booked. This booking fee is the same if you book 1 minute or 1 hour with the client. But please book for the time you need with the client. E.g. if your appointment is 30 minutes long, please book the interpreter for 30 minutes.

If your client cancels their appointment, please remember to cancel your Interpreter booking too. We will not be charged if the client cancels more than 12 hours before their appointment but will be charged if they cancel less than 12 hours before their appointment.

How do I book an interpreter?

The link to pre-book an interpreter for a client session is here:
<http://bookings.interpretersportal.com>



When using the pre-booked service should I always need to send a booking form?

Yes, please send one every time, even if it's a date / time change or if it's a re booking. We use the automated booking form to keep an audit trail of all of the reservations so it's important for us to have your request this way.

Do you need me to put information in the Comments Box?

Yes please, it helps us inform the interpreter what the appointment is about if you can give us a brief description of the appointment. If the language is not on the drop-down list, please also note the requested language in the comments box. Put anything that you need the interpreter to know for the appointment in the comments box.



When booking an interpreter...Check before sending...



Check the details before you submit the booking form. For example, booking forms have been sent with -1 in the duration of the appointment. We cannot book an interpreter for -1 minute. Please check all details are correct.

Ad Hoc Calling

Please remember that there may be occasions when you are trying to reach an interpreter on an ad hoc basis, but they are all engaged on other calls. You can take the following steps:

- 1) Try calling again in a few minutes.
- 2) Or offer to call the client at another time and send a pre-booked request and within the comments box add details about the call.

When Placing the Call....Be prepared...

Have all the information you need to hand before you place the call. You will need:

1. The telephone number for the Interpreters Portal
2. Your client's phone number
3. The PIN number for your service
4. The Language code
5. The booking confirmation email will provide the rest of the booking details needed.
6. When you are connected to the interpreter, before contacting to the client, spend a short time just updating the interpreter as to what the call is about so they are prepared when the client comes on the call.

What should I do if I can't get hold of the interpreter?

We ask the booked interpreters to be online ready for your call 5 minutes before the call is booked for and wait 10 minutes after the start of the booking time, but sometimes unforeseen situations do occur. If you call within the booked time and you don't get hold of the interpreter either try calling again a few times or, message us at Interpreters Portal and we will try to help.

What happens if I can't get hold of the client?

Let the interpreter know that you are going to try again to reach the client. The interpreter will wait for you to keep trying within the 15-minute window mentioned in the above point.

What happens if I have an urgent problem?

Please contact your local PIN holder (see table above) and they will either provide you with the support you need or will contact the Interpreters Portal to escalate your issue.



Or if really urgent contact Interpreters portal direct by sending a text to 07790 905558.

What are the phone numbers for the Interpreters Portal?

There are 2 phone numbers, please use the correct number for your remote or in person session.

Phone Numbers

On Demand *when client and practitioner are in same location*

+44 1636 556267



Conference Service *when all parties are in separate locations*

+ 44 1386 571795

The language I need isn't on the list.

We have a list of the languages and language codes in the table above. But if you need other languages, it's no problem to request a different language in advance. You can do this through the booking form [here](#). If you are likely to use this language more regularly, it can be added to the language list by contacting Katie.ferrett@thrivetribe.org.uk.

Can I get an interpreter for a face to face or group session?

Yes, we can provide interpreters for 1-2-1 sessions, and group sessions, also for remote and face-to-face client sessions.



If an interpreter is required for a group session there are a few options for the interpreter to join face to face or remotely depending on how the group is set up. This sort of booking requires more notice than other bookings so we can successfully and effectively support the client. Please make a booking through the booking form and notify your local service pin holder. Usually, we would organise a meeting with the practitioner and the Interpreters Portal prior to the client session to ensure we are tailoring the booking to suit the client needs.

If an interpreter is required for a face-to-face session, this is pre-booked prior to the session via the booking form. Again, this needs to be booked well in advance, so an interpreter can be found locally. In most cases there is an option for the interpreter to join remotely for a face-to-face client session. We will review each face to face booking on a case by cases basis.

Who books the Interpreter for the client?

Thrive Tribe staff are responsible for booking the interpreter for a client. We will never ask a client to book an interpreter for themselves. When the support/triage team use an interpreter for the first client contact call (the referral and booking), they are responsible for booking an interpreter for the clients **first session at the same time they book the client onto the course or initial session**.

Communication is key.....It is the support/triage team member's responsibility to notify the practitioner or health coach that an interpreter has been booked for their session. And if the client then chooses to have further sessions/ongoing support (e.g. a 12-week course), it becomes the practitioner's responsibility to book the interpreter for the following client sessions.

Whose name do I put on the booking form?

On the two fields called 'contact name' and 'contact number' please put your name and phone number. This is the number that you will make the interpreter call from. Please do not put the client's name or number on the booking form.

Do I have to book an interpreter if the client has friends/family to interpret?



No, you don't have to book an interpreter if the client has a friend or family member who can attend all sessions and interpret the session content and activities for the client. This is an option instead of booking an interpreter.

The decision of choosing to have an interpreter should be made by the client. Please ask if the client would like an interpreter even if they have someone on the phone helping them book onto the course/service. If the client's friend or family member cannot attend one of the sessions the client would



need to let us know, so we can book an interpreter for that session. Please share the dates and times with the client and ask them to check that their friend or family member can attend all sessions.