

Using Language Line – a handy guide

Language Line is an over-the-phone translation service which works well if you either need an interpreter at the last minute or you need to call someone who doesn't speak English.

If you haven't used it before, here are some simple instructions to guide you:

1. From within the Hospital, dial *21339 (if you are using a new phone) or #6339 (if you are using the old analogue telephone system) or alternatively 0800 169 2694
2. Provide the operator with the code related to the Department you are calling from:

L25091 Inpatient
L25092 Outpatient
L45289 Midwifery
L45290 Site Coordinators
300309 Community Paediatrics
300310 Community Adult
300311 Community Midwifery
300312 Pre-assessment
300313 Endoscopy
300314 Radiology
300315 Day Surgery Unit
300316 Medical Treatment
300317 Macmillan Unit
300318 Eye Treatment Centre Outpatients
3. State the language you need (please note that some languages may take longer than others to source an interpreter) and then you will then be transferred to an interpreter
4. If you need to phone a patient, provide the interpreter with their phone number
5. Speak through the interpreter as you normally would to the patient