

INTERPRETING SERVICES AT MERCY HOSPITALS



You have a right to ask for an interpreter if you or your family:

- find it hard to communicate in English or
- use a form of sign language such as Auslan.

It is important to have an interpreter particularly when you:

- would find it easier to speak/sign in your own language.
- do not understand everything we are saying to you.
- do not fully understand anything you are required to sign.
- are unable to read or understand information provided to you.

At Mercy Hospitals:

- interpreting services are free of charge to eligible patients.
- onsite or telephone interpreters may be used.
- it is our policy that staff should use interpreters certified by the National Accreditation Authority for Translators and Interpreters (NAATI).
- family or friends cannot act as interpreters. They can still support you during your care.
- it is against Government policy for anyone under the age of 18 to act as an interpreter.
- our staff can insist on using a certified interpreter even if you or your family member refuse one.

What to expect from your interpreter:

Interpreters are bound by their Code of Ethics to provide independent, unbiased, confidential, complete and accurate interpreting.

They cannot:

- give advice or an opinion on your health or care options.
- contact you without supervision from hospital staff.

To request an interpreter:

- Mercy Hospital for Women
 - Phone: 03 8458 4282
 - Email: interpreter@mercy.com.au
- Werribee Mercy Hospital
 - Phone: 03 8754 3439
 - Email: WMHInterpreter@mercy.com.au

You can also contact us through:

- Translating and Interpreting Service (TIS) 131 450
- National Relay Service 133 677 – service for people who are deaf, hard of hearing and/or have a speech impairment.



For more information

If you have any questions or need further advice, please call us:

- Monday to Friday
- 8:00am to 4:30pm

Department: Interpreting Services

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 - Phone: 03 8458 4282
- Werribee Mercy Hospital
 - Phone: 03 8754 3439

In the event of an emergency, please dial **000** for an ambulance or go to your nearest Mercy Health or other hospital emergency department.