



Your important information

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 or email: interpreter@mercy.com.au
- Werribee Mercy Hospital, phone: 03 8754 3439 or 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.

Further Information

If you have any questions regarding this information, please contact our Interpreting Services.

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