

How to access On-demand Telephone Interpreters



Please follow the steps below

- 1 Call **0121 285 3609**
2. Say or enter your site PIN Code: **4679821**
3. Enter your Practice ID: **This can be found on the PracticeID sheet shared by the ICB**
- 4 Please say or enter the first three letters of the language.
- 5 If your patient is with you, press * to skip OR enter patient's number plus area code followed by #



For example, if you need a Kurdish interpreter you will press **587** on your phone pad. This is because as you can see on the Phone Keypad image, letter K is included with Keypad 5 and letter U is included with Keypad 8 and letter R is included with Keypad 7 all of which will make KUR (short for Kurdish).

NOTE: Because other languages might also be included within **587** Key combinations, the system will instantly give you more languages/dialects to choose from, which will include Kurdish and two other languages. So you will select the correct option.

HOW TO BOOK A RARE LANGUAGE

To ensure interpreter availability, where possible, please pre-book your requests for the following languages. Note: This is not an exhaustive list.

Amharic	Filipino	Kurdish Kurmanji	Slovak	Thai
Bosnian	Fula	Latvian	Swahili	Tigrinya
BSL	Georgian	Mandinka	Tagalog	Tukmeni
Creol	Indonesian	Nepali	Tamil	Zaghawa
Czech	Japanese	Oromo	Tlegu	Somali
Fataku	Konkani	Sinhalese	Tetum	



Note: If you experience technical difficulties e.g. call drops or cannot find your required language, please call us on **0121 270 6801**, selecting **option 2** for support. For support required outside office hours or on weekends, please call **0742 750 3009**.