

# Telephone Interpreting

Dial LLS on  
0800 169 2879  
and select 1  
for 'Telephone  
Interpreting'

Provide  
access code  
to operator

Operator will  
request your  
name and  
organisation

Request  
language

Is the limited  
English speaker  
with you?

YES

You and  
limited-English  
speaker are  
connected to  
interpreter

Brief the  
interpreter  
and begin  
conversation

NO

You are  
connected to  
interpreter.  
Provide briefing  
and request call  
out to patient

Interpreter  
requests  
limited-English  
speaker's  
contact details

Operator dials  
limited-English  
speaker

Limited-English  
speaker is  
connected and  
you begin  
conversation