

Bookings

Non-Urgent Bookings

On-line booking system (preferred)

Go to www.watis.org.nz

1. Login using your email address and password
2. Go to “**Make Booking**”, complete form and submit

Note) New users can register their WATIS account on the website

Urgent Bookings (within 4 hours)

1. Contact WATIS on 442 3211 or Extn 42211
2. Provide the following information:
 - Requestor and service details
 - Appointment details
 - Language and interpreting service required
3. WATIS will respond within **10 minutes**

Contact Details

Booking Enquiries: 09 442 3211 or Extn 42211

Email: watis@waitematadhb.govt.nz

Postal: Te Whatu Ora Waitematā,
Private Bag 93-503,
Takapuna
Auckland 0740

Languages & Dialects Available

Afghani (incl Dari, Pushtu)	Farsi (Iranian, Persian)	Nepali
Albanian	Filipino (incl Tagalog, Pampango)	Niuean
Algerian	German	NZ Sign Language
Arabic	Greek	Polish
Armenian	Hungarian	Portuguese
Bangla (Bengali)	Indian (incl Hindi, Fijian Hindi, Gujarati, Punjabi, Telugu, Urdu)	Romanian
Bosnian	Italian	Russian
Burmese (incl Burmese, Chin, Karen, Shan, Zou)	Indonesian	Samoan
Cambodian (Khmer)	Japanese	Serbian
Chinese (incl Cantonese, Chiu Chow, Foochow, Hakka, Hokkien, Mandarin, Taiwanese, Teochew)	Khmer	Serbo-Croatian
Cook Islands Maori (Rarotongan)	Kikongo	Slovak
Croatian	Kinyarwanda	Slovenian
Czech	Kiribati	Somali
Dutch	Kirundi	Spanish
Ethiopian (incl Amharic, Tigrinya)	Korean	Sinhalese
	Kurdish	Swahili
	Kuwaiti	Swedish
	Lao	Tahitian
	Lebanese	Tamil
	Lingala	Telugu
	Macedonian	Thai
	Malay	Tokelau
	Montenegro	Tongan
		Tuvaluan
		Ukrainian
		Vietnamese
		Yugoslavian



WATIS Interpreting Service

Information for
Te Whatu Ora
Waitematā services

Te Whatu Ora
Health New Zealand

Te Whatu Ora
Health New Zealand



www.asianhealthservices.co.nz

Classification number: 786001-12-001

Review date: April 2024

About WATIS

WATIS Interpreting Service is managed by Asian Health Services to provide interpreting services for Waitematā's hospital and community based services. WATIS provides a 24 hours, 7 days service to cover 90+ languages and dialects (*including NZ Sign Language, Asian, Pacific, European, Middle Eastern, Latin American and African languages*).

Services Available

- **Onsite (Face-to-Face) Interpreting (SINT)**
Interpreters facilitate communication between parties in face-to-face sessions and also provide sight translation when required
- **Telephone Interpreting (TINT)**
Interpreters facilitate communication between parties over a telephone
- **Appointment Confirmation (APC)**
Interpreters contact a patient / client by telephone to confirm, cancel or reschedule an appointment with a patient, or to confirm if an interpreter is required
- **Telephone Assignment (TA)**
Interpreters make up to 3 telephone calls to the same patient / client, e.g. to remind them to take medication or check on their health status
- **Video Interpreting Service (VIS)**
Provision of high quality remote interpreting services through video conferencing to support communication between patients and clinician at different locations

Interpreter's Roles & Responsibilities

Interpreter's Role

The roles of interpreters are to be a:

- **Conduit** - to interpret literally with no omissions, additions or editing, or clarify as required (the interpreter will alert the health practitioner when they are interpreting literally)
- **Clarifier** - to interpret underlying and metaphorical meanings within the cultural context

Interpreter's Role Does Not Include:

- The provision of cultural advice (they may only provide some cultural context around a patient / client's response)
- The provision of transport for patients / clients
- The provision of advice to patients / clients about their decision or choice of treatment
- Acting on behalf of the patient / client to provide medical history to health practitioner
- Acting as a support person or providing emotional support
- Contacting patients / clients to check on their health status or to remind them about medications without official instruction from the health practitioner and their interpreting service

When to Use a Professional Interpreter?

A professional interpreter is recommended for the following situations:

- decision making, e.g. informed consent
- accurate communication
- patient / client confidentiality
- meeting with patients & their family/care giver
- medical complexity

How to Assess the Need for an Interpreter?

- Ask the patient / client open-ended questions that require an answer in the form of a sentence (i.e. avoid questions that require only a Yes / No response)
- Ask the patient / client to repeat a statement back to you in their own words
- From the patient / client's response or lack of response, try to determine if they have a hearing impairment, speech impairment or limited English proficiency

In general, an interpreter should be used in situations where a patient / client's lack of ability to speak or hear and understand English could restrict both the patient / client's ability to understand the information provided and the staff understanding of the patient / client's needs.

For any planned appointment please book the interpreter in advance to secure the booking especially for minority languages.

Legislative Requirements

Healthcare providers are required to comply with the following legislation requiring the provision of interpreters, where practical:

- **Right 5** of the Health & Disability Services Commissioners Act - Code of Rights
- **Section 6** of the Mental Health (Compulsory Assessment and Treatment) Act