

How to Make a Call to One of Our Services Using an Interpreter



Call:
0800 004 2000



The operator will
ask you to
Press * (star)
to continue



Then **press 1** for
our services



The operator will ask
you to enter your
6-digit Patient Pin
Number.
This is **182987**

Then you are asked to enter the **3-digit language code:**

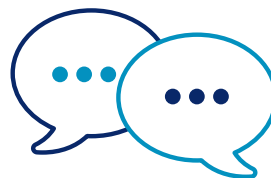
Add language
Add No



You will be connected to an interpreter in as little as **15 seconds**



Tell the interpreter your
name and the telephone
number you want to call,
for example 111
(NHS 24)



The interpreter will speak to the staff
first in English to let them know you are
calling and then tell you to go ahead
with your conversation



Let the staff and
interpreter know when
you have finished the
conversation.

How to Make a Call to One of Our Services Using the Interpreter App



Download the **Capita LiveLINK Client App** free from your app store



Log in using the email
address, which is
182987@capitalivlink.com



and your password,
which is **KTE626YGrf**



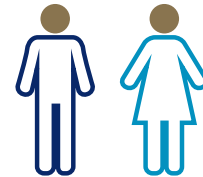
You will only need to log in
once - not every time you
need an interpreter



Click 'Get Service'



Select the language you
require

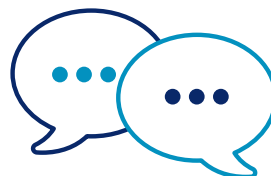


If you require a specific sex
of interpreter, select this from
the gender box

You will be connected to an interpreter



Tell the interpreter your name
and the telephone number you
want to call, for example
111 (NHS Inform)



The interpreter will speak to the
staff first in English to let them
know **you are calling** and then
tell you to go ahead with your
conversation



Let the staff and interpreter
know when you have finished
the conversation.