



The Big Word Telephone Interpreting Service is the sole provider of telephone interpreting for all HSC Organisations in Northern Ireland.

#### Telephone Interpreting:

- Is available on demand
- Can be accessed 24/7
- Supports unplanned interpreting requirements
- Makes it easy for you to communicate quickly
- Is free of charge to HSC Staff and Practitioners

#### How to access a Telephone Interpreter

You will need a Practice Access Code and Language code to make a call. If you do not have an access code please contact Finola Powell, Assistant Business Support Manager for HSCB, via email at [finola.powell@hscni.net](mailto:finola.powell@hscni.net) or by telephone 028 95362135.

**Step 1:** Call **0333 344 9473**

**Step 2:** Enter your Access Code

**Step 3:** Enter the Language Code you require, or press 0 for a Customer Care Representative. If you do not know the language you require, press 700 for Language Identifier.

**Step 4:** Wait on the line and you will be put through to an Interpreter for that language. When connected, outline the nature of your call.

To arrange a 3-Way Conference (for example contacting patients at home) please call **0800 757 3045**