

The Health and Social Care (HSC) Business Services Organisation (BSO) Interpreting Service provides region-wide face to face foreign language interpreting services for health appointments (**NHS only**) in Northern Ireland. Providing an Interpreter ensures:

- accurate and impartial communication between patients/clients and Health Practitioners
- that the risks of misdiagnosis and misunderstanding are minimised
- confidentiality and respect for the dignity of service users
- that Health Practitioners can provide a responsive and efficient service
- compliance with legislative requirements

Please note the BSO Interpreting Service does not provide Interpreters for private patients/appointments.

All NHS Interpreter requests should be submitted through the BSO Interpreting Service Booking System (via FPS Dental Portal). For further queries on how to book an Interpreter for a NHS appointment please email interpreting@hscni.net for guidance.

Kind regards

Claire Hamilton

Head of Interpreting

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Website: <https://bso.hscni.net/directorates/operations/regional-interpreting-service/>

