



On-Demand Telephone Interpreting Service

→ NORTH CUMBRIA ICB

Need an urgent interpreter which hasn't been pre-booked?

**Step
1**

PLEASE CALL 0333 188 3725

**Step
2**

ENTER YOUR PRACTICE'S UNIQUE 8 DIGIT ACCESS CODE

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**Step
3**

YOU WILL BE PROMPTED FOR THE LANGUAGE CODE (CODES ARE AVAILABLE IN OUR CUSTOMER HUB)

**Step
4**

FOLLOW THE PROMPTS REGARDING GENDER PREFERENCE, 3rd PARTY DIAL OUTS AND BRIEFING TIMES

**Step
5**

WAIT FOR YOUR INTERPRETER TO JOIN. THE SYSTEM WILL DIAL YOUR PATIENT AUTOMATICALLY IF NEEDED

ISSUES CONNECTING?

Call: 0330 20 20 270

Email: bookings@empire-groupuk.com

COMPLAINTS AND FEEDBACK

We encourage you to report any complaints or feedback as we are continually seeking to improve our services.

Email:

complaints@empire-groupuk.com