



ON-DEMAND TELEPHONE INTERPRETING SERVICE

Lancashire & South Cumbria NHS Trust

Step#1

Identify the code for the required language from the language code list.

Step#2

Call **0333 188 3721**

Step#3

Enter your 8 digit Pin into the keypad

Step#4

Enter the Language Code into the keypad

Step#5

The call will go through to an operator who will confirm the language you have entered.

Step#6

The operator will ask if a dial out to the customer is required:

If yes, provide the customer phone number. Let the operator know if you want to speak to the interpreter to give a brief introduction before the customer is added. The operator will source the interpreter and dial out to the customer. If no, the operator will source the interpreter and the call will be put through to the interpreter

FEEDBACK:

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

**ISSUES
CONNECTING?**



Call

0330 2020 270



Email

bookings@empire-groupuk.com