



ON-DEMAND TELEPHONE INTERPRETING SERVICE

Department : _____ PIN : _____

Sheffield Teaching Hospitals NHS Foundation Trust

Prior to using the on demand service, please check that a phone call has not already been scheduled.

Step 1

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

Step 2

Call **0330 0585 650**

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

Slovak	Arabic	Tigrinya	Kurdish Sorani	Urdu	Farsi	Bengali	Somali	Romanian	Albanian
7285	7007	7309	7184	7320	7113	7053	7288	7266	7004
Polish	Turkish	Bulgarian	Amharic	Vietnamese	Punjabi	Russian	Swahili	Ukrainian	Pashto
7254	7316	7072	7005	7324	7260	7267	7294	7319	7251

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

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