



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 Yvonne Myers at The Big Word at Yvonne.myers@thebigword.com or on 07525 990076 to arrange for one to be set up. Note: This may take up to 3 days to process.

Step 1: Call **0800 757 3053**

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**