NHS Greater Glasgow and Clyde

How to Make a Call to One of Our Services Using an Interpreter

Call:
0800 004 2000

The operator will ask you to **Press * (star)** to continue

Then **press 1** for our services

The operator will ask you to enter your 6-digit Patient Pin Number.

This is **182987**

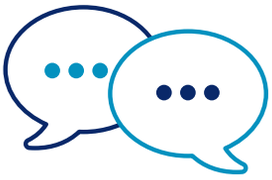
Then you are asked to enter the **3-digit language code**:

Add language

Add No

You will be connected to an interpreter in as little as **15 seconds**

Tell the interpreter your name and the telephone number you want to call, for example 111 (NHS 24)



The interpreter will speak to the staff first in English to let them know you are calling and then tell you to go ahead with your conversation

Let the staff and interpreter know when you have finished the conversation.

NHS Greater Glasgow and Clyde

How to Make a Call to One of Our Services Using the Interpreter App

Download the **Capita LiveLINK Client App** free from your app store

Log in using the email address, which is **182987@capitalivelink.com**

and your password, which is **KTE626YGrf**

You will only need to log in once - not every time you need an interpreter

Click '**Get Service**'

Select the language you require

If you require a specific sex of interpreter, select this from the gender box

You will be connected to an interpreter

Tell the interpreter your name and the telephone number you want to call, for example 111 (NHS Inform)

The interpreter will speak to the staff first in English to let them know **you are calling** and then tell you to go ahead with your conversation

Let the staff and interpreter know when you have finished the conversation.

NHS Greater Glasgow and Clyde: www.nhsggc.scot