

# TIS Free Interpreting for Pharmacy

A pharmacy can be a confusing place if you don't understand the language!

Imagine being provided medication and not knowing what it's for, how to take it, or the side-effects?

Many people from culturally and linguistically diverse (CALD) communities require an interpreter to understand health and medicine information.

## Why engage an interpreter?

Everyone in Australia has the right to be given assistance to understand their health and medicine needs, including people with low English proficiency. Not using an interpreter can put your Pharmacy and customers at serious risk.

## TIS Free Interpreting Service

- Is free, easy and convenient
- Connects you to an interpreter within a few minutes
- Pharmacies get a priority line
- Includes access to over 3000 interpreters in over 160 different languages
- Is private and confidential
- Is available 24 hours a day, every day of the year.

With TIS free interpreting you can talk to your customer in their language, provide better advice and services, and your customers will have better health outcomes. It's a win-win situation!

## Why can't I use a family member or friend as an interpreter?

Using a family member or a friend as an interpreter is not professionally, legally or ethically appropriate. Health issues are private and personal to each person. Some people don't want their family and friends to know about their health concerns.

## What can you do?

Ask your Pharmacy to sign up to TIS free interpreting.

To register simply complete the online client registration form at [tisonational.gov.au/register](http://tisonational.gov.au/register) or call TIS National on 1300 575 847. Ask about the Pharmacy Hotline!

## When you need an interpreter:

1. Each pharmacist will be issued with a TIS client code (HINT! Keep codes in a handy spot by a phone)
2. Call the TIS Pharmacy priority hotline
3. Provide the operator with the language of the interpreter that you need
4. Provide your client code and the name of the pharmacy or pharmacist
5. Request an interpreter of a particular gender, if required (subject to availability)

Customers may not feel comfortable or confident in asking for an interpreter when they might need one. *You* should ask *them*!

## How do I ask the right question?

- "Would you like an interpreter?"
- "We have a free interpreter service. Would you like me call one now?"
- "Would you like me to call an interpreter so the pharmacist can talk to you about your medicine?"

For more information visit:

[www.refugeehealthnetworkqld.org.au](http://www.refugeehealthnetworkqld.org.au)



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