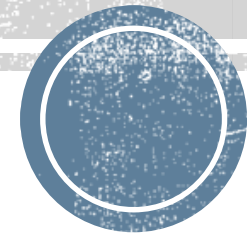


Whanau Centered Interpreting Services

Kelsey Stewart
Newborn Hearing Screener
Southern DHB
kelsey.stewart@southerndhb.govt.nz



Interpreters in the health care setting

- Vital bridge between health services and consumers
- Enable consumers to be fully informed
- Give a voice to consumers
- Risk of misunderstandings is reduced
- Comprehension improves consumer satisfaction



Accurate, timely & accessible services

- The Southern DHB has a policy not to use Google Translate
- We have the choice of *hospital based interpreters* or the following two services:



Service of



- Ezispak is partnered with the New Zealand Government
- iSign is a service of Deaf Aotearoa.



Accurate, timely & accessible services

Ezispreak and iSign

- Easy to access
- Provide a professional and timely service



- Other programmes or apps can be inaccurate in translating information which can be compromising





- Partnered with the New Zealand Government
- Preferred provider for telephone/video interpreting services and document translation services
- Interpreting on demand for over 200+ languages
- Average connection time is <30 seconds
- Accessible 24 hours a day, 7 days a week - from any location
- Interpreter can be on the line throughout the whole session



How it works



- Cell phone on speaker for a 3 way conversation with family/interpreter/screener
- Phone 0800 854 737 and follow prompts (cost code required for invoicing)
- Visit www.ezispreak.nz for more information
- Contact Ezispreak helpline on 0800 453 771 for more information



NZSL Interpreter

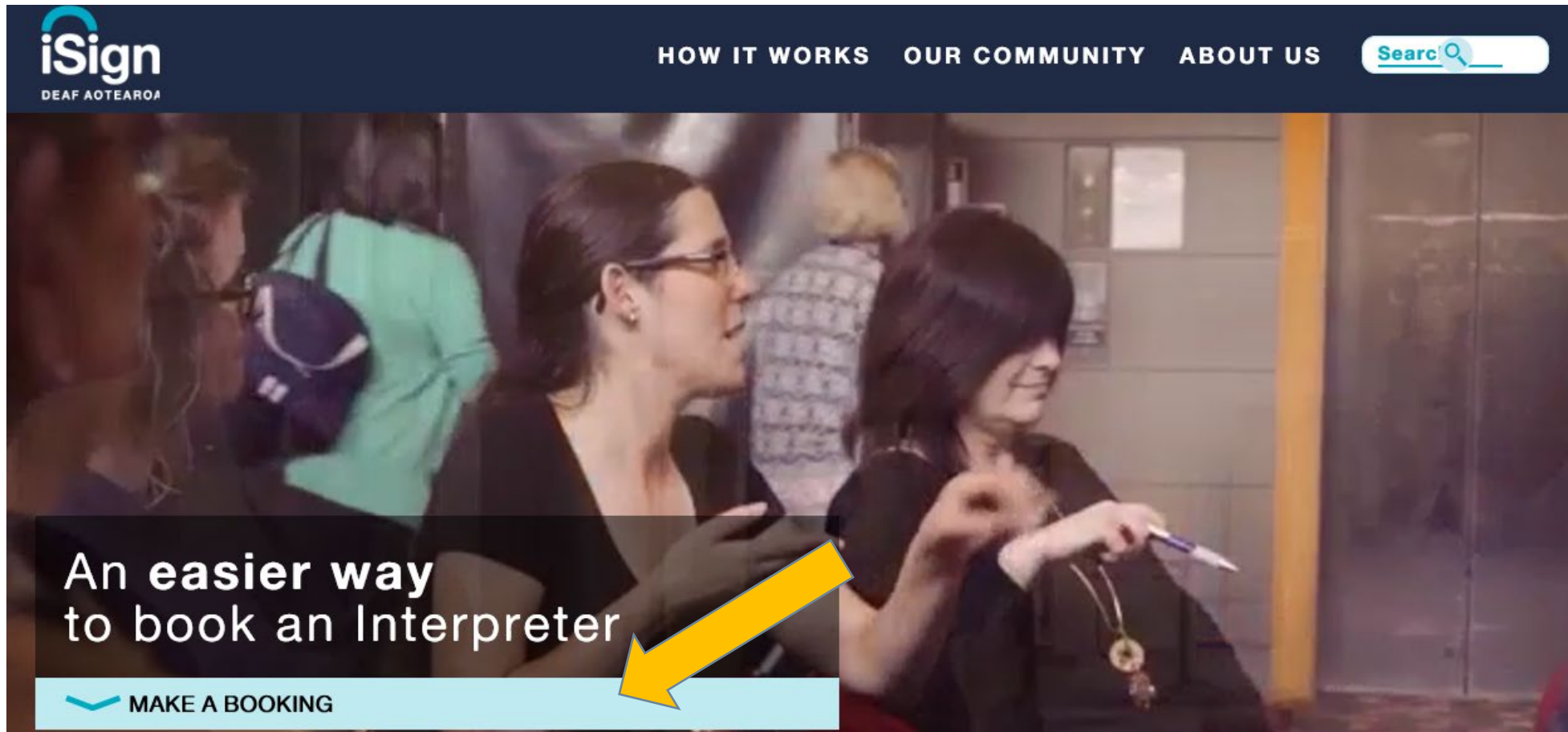


- We use iSign when we are working with a parent or caregiver with hearing loss
- Contract 70 qualified NZ Sign Language interpreters
- Complete online booking form via www.isign.co.nz prior to baby's hearing screening
OR
- Phone 0800 934 683 (cost code is required for invoicing)
OR
- Email: bookings@isign.co.nz
OR
- Free TXT: 3359



Making an online booking

www.isign.co.nz



The image shows a screenshot of the iSign website. At the top left is the iSign logo with the tagline "DEAF AOTEAROA". To the right of the logo is a navigation menu with the items "HOW IT WORKS", "OUR COMMUNITY", and "ABOUT US". Further right is a search bar with the text "Search" and a magnifying glass icon. Below the navigation is a video player showing two women in a meeting, one of whom is signing. Overlaid on the bottom left of the video is a white text box that reads "An easier way to book an Interpreter". Below this text is a light blue button with a white checkmark icon and the text "MAKE A BOOKING". A large yellow arrow points from the text box towards the button. In the bottom right corner of the overall image, there is a small circular logo with a globe-like pattern.

Making an online booking

BOOK AN INTERPRETER / GET AN ESTIMATE

Enquiry Type *

Book an Interpreter



Full Name *

Kelsey Stewart

Your Email *

kelsey.stewart@southerndhb.govt.nz

Phone number

0274864265

Your Business or Organisation (if applicable)

Newborn Hearing Screening - Southern DHB



NEXT

1 of 3

HOW IT WORKS

All about iSigns NZSL Interpreting Services.

OUR COMMUNITY

Learn more about New Zealand Sign Language, find out what your rights are, and discover what support and advocacy iSign offers the Deaf community.

ABOUT US

iSign staff, our contracted interpreters and terms and conditions.



Making an online booking

BOOK AN INTERPRETER / GET AN ESTIMATE

Order Number (If applicable)

12345

Do you know the name of the person or organisation who will be paying for this service?

Not sure if this service is funded for you? see [Who Pays](#) or email askus@isign.co.nz.

Person or organisation who pays

Southern DHB

Booking Date *

2021-05-20

Start Time (24 Hour) *

10:00

End Time (24 Hour) *

10:30

Venue Address *

Queen Mary Maternity Centre, 2nd Floor, Dunedin Hospital, 201 Great King Street, Dunedi

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ABOUT US

iSign staff, our contracted interpreters and terms and conditions.



Making an online booking

Type of Interpreting Required *

NZSL



Deaf person/people attending (if it's not you)

XXXX XXXXXXXX|



Deaf Person's Mobile number

02712345678

Deaf Person's Email

hello@gmail.com

Preferred interpreter/s

-

[Click here for a list of interpreters and their profiles](#)

Type of visit e.g. doctor's visit, workplace meeting, funeral.

Newborn Hearing Screening

Please state any Health and Safety issue that we and our interpreters should be aware of

-

HOW IT WORKS

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ABOUT US

iSign staff, our contracted interpreters and terms and conditions.

Then 'Submit'



Take home points

- Important to offer our families the use of quality and timely interpreting services
- We have access to excellent services who make it simple for us

Thank you for your time



thank
appreciate,
appreciative,
grateful, thank you,
thanks

NZSL dictionary

