



## New Procedure at Footscray Hospital - Outpatient Clinics

As of the 19th of June 2009, a new protocol has been established for All Graduates Interpreters attending Outpatient Clinics at the Footscray Hospital. This new procedure will facilitate the smooth running of the outpatient clinics and ensure interpreters are attended to in a prompt and timely manner by eliminating the need to queue up at the reception desk. A separate waiting area has also been created exclusively for the use of interpreters. This protocol will enable the Hospital to know the exact whereabouts of interpreters at **all** times in order for the Hospital to comply with its Health and Safety requirements.

A white board will be centrally located in the Outpatient Clinic Area.

Upon arrival, **all** interpreters **must** record the following on the whiteboard:

- their arrival time,
- patient's UR number,
- clinic name and,
- the interpreter's whereabouts.

In the event that the interpreter has been booked for another location within the Hospital, this location **must** be recorded on the white board **before** leaving the Outpatient Clinic Area.

If the interpreter has not been called to interpret within 30 minutes or for any issues, ring All Graduates immediately.

This information is provided by:  
Interpreter Services  
Western Health  
Last updated: June 2009