

User-friendly
professional, qualified and quality-assured
interpreting
for
**Medical, Health
& Social care**
from
Lifeline Language Services



- where the accent is on you!

Professional, qualified, quality-assured interpreting services for private and public medical, health and social care sectors across the UK since 1990.

- Hospital & clinic - ward & outpatient
- GP surgery & community healthcare
- Mental health sector
- Residential care
- Social services
- 100+ languages including BSL/SSE
- Over 6,000 assignments delivered
- Male and female interpreters available

Call free on **0800 783 4678**

www.3ls.uk
info@3ls.uk



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Many non-English-speaking patients fail to attend appointments fearing absent or poor medical interpreting. Where they do attend outcomes are often sub-optimal as the language barrier hinders the professional in delivering the care needed.

Time and money are wasted, and costs to the patient's wellbeing are unknown. Most non-attendances result from the patient **failing to understand** appointments made for them, **forgetting** them, or being **unwilling to attend** for fear they wouldn't be understood.

Our **low-cost reminder service** not only helps patients **remember** the appointment, but by **reassuring** them of competent friendly interpreting gives patients the **confidence** to attend knowing they will be **understood** while there.

Medical or care environments are scary - far more so if you can't communicate.

By removing this barrier effective medical interpreting ensures easy communication between patient and care professional for more effective, quicker consultation. Patients are **more likely** to **follow medication** and **keep future appointments** while for the professional **more effective appointments** release **more time to see more patients** and **improve utilisation of valuable healthcare assets**. Our interpreters can also work with medical and social professionals to help explain family or benefits implications, for the best all-round outcome.

Your interpreter is an extension of your care.

Good interpreting enhances **patient trust**, promoting better clinical outcomes and higher user satisfaction to bring recommendations and positive feedback. With satisfaction surveys and media interest everywhere, this never mattered more.

From the patient's perspective your choice of interpreting is intrinsic to the appointment and part of your care provision, so the interpreter must reflect **your values**. We liaise with you to identify particular requirements and ensure the interpreter is fully briefed, and provide only **qualified professional interpreters** who are **smart, prompt, experienced** and **caring**. Many of our medical interpreters are accepted almost as part of the practice or hospital staff.

Lifeline has been providing respected and much-complimented medical interpreting and translation services for the healthcare and social sectors since 1990.

With over **30 years' experience**, we have an exceptional nationwide network of interpreters in over 100 languages managed by a capable, helpful and friendly team. Our years of experience ensure we deliver the highest service levels to this challenging sector, with better than **99%** on-time attendance. We provide many hundreds of hours of interpreting to NHS and private care in practices, hospitals, clinics, social care, and the Mental Health sector across the UK and receive frequent client referrals.

Key service features include:

- **CRB-cleared** medical interpreters, almost all* qualified **DPSI** or better
- **Experienced** interpreters sourced as **locally** as possible
- Interpreters **fully briefed** on your requirements
- Choice of **male and female interpreters** in many languages
- Interpreters **screened** for any personal connection with patient to ensure independence and patient confidentiality
- Interpreters are available with special expertise in the **Mental Health** sector
- **Before-and-after care** (appointment reminder calls/texts, client follow-up, documentation assistance)
- Our unique database tracks every assignment and interpreter, supporting you with:
 - **Cost-saving assignment grouping**
 - Case **continuity** of interpreter and patient

* Particularly rare languages may not have examining bodies so may not hold this.

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Testimonials

A small selection of the many compliments received from interpreting clients in the public and private social and medical sectors:

"This is a fantastic and professional service that responds immediately to our business needs and the needs of our customers"

Social Housing provider

"In the years Lifeline have been working with us they have consistently proven a reliable and professional supplier. We have never experienced a single problem ... and my users have always been pleased with the standard of interpreting provided"

NHS Trust

"Your company always provides a fantastic service!"

Remploy

"Ahmed ... immediately put the couple at ease. His services were heavily relied upon whilst interviewing the female party as she spoke very little English. Ahmed was professional throughout and provided an excellent translation service..."

Service user

"We consider your company to be the benchmark of best practice."

NHS Trust

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interpreting service for medical, health & social care**

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Lifeline also provides a full range of complementary language services including TRANSLATION, TRANSCRIPTION, TYPESETTING, VOICEOVER & SUBTITLING.



A Member of
North & Western
Lancashire
Chamber of Commerce



**FRENCH CHAMBER
OF GREAT BRITAIN**
Established in 1883



Lifeline Language Services
ACCREDITED MEMBER
ATC
Association of
Translation Companies
Member Number: 2021ATCAC1181

