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## **Patient information - Interpreter and Communication Services**

At The Crane General Practice, we want to make sure you understand your care and feel comfortable communicating with us.

### **Interpreter services**

If English is not your preferred language, we can arrange a free professional interpreter to help during your appointment. This includes interpreters for over 160 languages, available by phone or in person.

### **Spoken language interpreters**

We can arrange a professional interpreter to join your consultation:

- By phone (available quickly, including same-day)
- In person (requires advance booking)

Professional interpreters ensure your care is safe, accurate and confidential.

### **Hearing or communication support**

If you are deaf or have difficulty hearing or speaking, there are services available to support communication:

- A phone-based relay service can assist you to communicate with our clinic by phone
- Sign language interpreters (Auslan) can be arranged for your appointment, either in person or via video

### **Why we recommend professional interpreters**

Using a professional interpreter helps to:

- Ensure accurate understanding of your health concerns
- Maintain your privacy and confidentiality
- Reduce the risk of misunderstanding or errors

Family members or friends can assist, but this is not always appropriate, especially for medical discussions.

### **Please let us know in advance**

To help us organise the right support for you, please let us know as early as possible if you need:

- An interpreter
- Hearing or communication assistance

Advance notice helps ensure the right service is available at your appointment time.

**How to request support**

You can request an interpreter or communication support when:

- Calling our reception team (preferable)
- Letting our staff know when you arrive

**Our commitment**

We are committed to:

- Respecting your communication needs
- Providing clear and safe care
- Supporting all patients equally

**Questions? Speak to your GP or our team anytime.**