

Interpreting service for general practice across Lambeth, Southwark & Lewisham

Interpreting services provided by D A Languages Ltd

March 2024

QUICK GUIDE

Telephone

- Call **0330 088 2443**
- Enter “**Department PIN**”, unique to your Practice, followed by “**#**” Enter the **3-digit Language Code**
- Enter **preference** for interpreter (1= any/ 2= male/ 3 = female/ 4= specific interpreter (req interpreters ID code)
- *Please note that calls may take up to 3 minutes to connect to an interpreter*

Video (Prebookable)

- pre-book via the DAL portal **www.dalanguages.co.uk**

On demand Video spoken languages

- **VISIT:** <https://www.weyivideo.com/client/Login>
- **SIGN IN:** (using email and password provided)
- Click ‘**Get Interpreter**’ Select **language** you require
- For an interpreter to be a specific gender, select this from ‘**Additional Options**’ Click ‘**Next**’
- Click ‘**+ Invite**’ button and add third party details

On demand Video for BSL



- **VISIT:** https://connect.interpreterslive.co.uk/vri_atw
- Enter your details & following account details
- Account type = **Corporate**
- Organisation = **Your borough** (Lambeth, Lewisham or Southwark)
- Department = **Practice name**
- Click ‘**Connect Now**’



InterpretersLive!

Face to Face

- pre-book via the DAL portal **www.dalanguages.co.uk**

Translation & Transcription

- Request via the DAL portal **www.dalanguages.co.uk**

Full guidance can be found on the Health Care Professionals interpreting webpage
<https://www.selondonics.org/icb/healthcare-professionals/interpreting-services/>

If you have any questions, please contact DA Languages on admin@dalanguages.co.uk. 0161 928 2533