

Free Interpreting Services for Medical Practitioners

To help medical practitioners treat patients who do not speak English, the Translating and Interpreting Service (TIS National) offers free interpreting services on behalf of the Department of Home Affairs.

Registered medical practitioners and their practice support staff can access the free interpreting services when they need to provide health services that are:

- Medicare rebateable
- delivered in private practice
- for patients in Australia who have a Medicare card.

What interpreting services are available?

TIS National can deliver a range of free interpreting services from credentialed interpreters who speak over 160 languages. The services available include:

- immediate phone interpreting
- pre-booked phone interpreting
- pre-booked on-site interpreting
- telehealth video interpreting.

The immediate phone interpreting service can connect medical practitioners to an interpreter within minutes and it is available 24 hours a day, 7 days a week.

What can the services be used for?

The free interpreting services can be used to provide health services to patients, which could include:

- arranging appointment times
- undertaking health consultations
- developing health plans
- providing medical test results.

However, the free interpreting services for medical practitioners cannot be used for:

- allied health services
- patients who do not hold a Medicare card
- state-funded public health services, such as services provided in hospitals.

Eligible medical practitioners

Medical practitioners who are eligible for the free interpreting services include general practitioners, nurse practitioners and approved medical specialists.

Practice support staff who are working with eligible medical practitioners can also access the free interpreting services using the same client code.

Registering for the free interpreting services

To receive the free interpreting services, eligible medical practitioners must register for a unique client code by completing the [online registration form](#) on the TIS National website.

Accessing the free interpreting services

After registering, medical practitioners and their practice support staff can access the free interpreting services by following the steps below:

- Step 1 - call the Medical Practitioner Priority Line on 1300 131 450.
- Step 2 - provide the operator with the language of the interpreter that you need.
- Step 3 - provide the name of the medical practitioner and their client code.
- Step 4 - request an interpreter of a particular gender, if required (subject to availability).

Further information

To find out more about the free interpreting services that are available for medical practitioners and their practice support staff, contact the Translating and Interpreting Service (TIS National) provided by the Department of Home Affairs.

- Call the Medical Practitioner Priority Line on 1300 131 450, 24 hours a day, 7 days a week.
- Email tis.freeinterpreting@homeaffairs.gov.au
- Visit the [TIS National website](#).

Whilst all care has been taken in preparing this document, this information is a guide only and subject to change without notice.

WWW.PRACTICEASSIST.COM.AU