

Objective

The purpose of this process is to enable the Organ Donation Services (ODS) teams to access interpretation services to facilitate communication with families at the time of donation being discussed. To enable ODS teams and the **Donor Family Care Service (DFCS)** to access translation of written correspondence to and from families following discussions regarding organ donation.

Changes in this version

Change of name from Donor Records Department to Donor Family Care Service

1.3 Call must be witnessed if unable to use voice recording.

Roles

- **Donor Family Care Service (DFCS)** - Facilitate the translation of letters, both incoming and outgoing. These will be identified as requiring translation to ensure accurate communication.
- **SN-OD or TM** - When communicating with donor families ensure language barriers are minimised by using an interpreter if necessary. This should ensure accurate information is communicated.
- Highlight to the **DFCS** / Regional administrative team any families that require communication to be translated into their preferred language.

Restrictions

- N/A

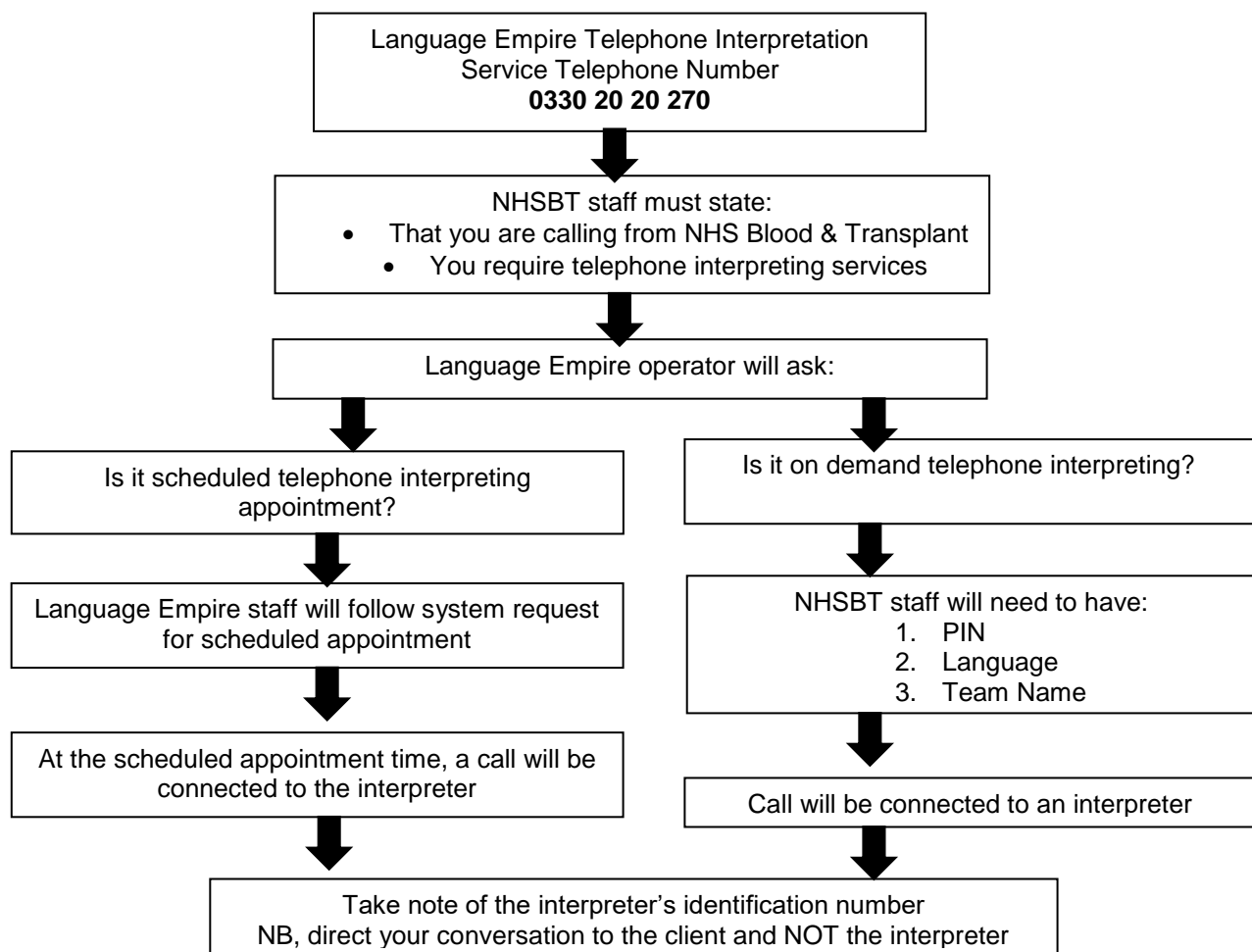
Items Required

- N/A

Instructions

1. Interpreter required to communicate to families regarding Organ Donation

- 1.1 Ascertain if interpretation services are available in the local hospital trust.
 - 1.1.1. This should be the preferred option to use if available.
- 1.2 If no local interpretation service available, then contact Language Empire telephone interpretation service using the number below and refer to the user guide attached.
- 1.3 Voice recording facility **MUST** be used when accessing the telephone interpretation service as per **SOP3649**, if unable to voice record please ensure the conversation is witnessed.
- 1.4 Document in DonorPath.



Name	PIN	Password	Account Number
Scotland Organ Donation Service	75909497	LjbJ6396*	NHS88242
Northern Organ Donation Service	75909496	CexO2486+	NHS88242
Yorkshire Organ Donation Service	75909495	ItpG6943*	NHS88242
Midlands Organ Donation Service	75909494	OyqG6858*	NHS88242
London Organ Donation Service	75909493	OerG9675*	NHS88242
Eastern Organ Donation Service	75909491	GvyU7298*	NHS88242
North West Organ Donation Service	75909390	EvgO3098+	NHS88242
South East Organ Donation Service	75909383	WykM9460+	NHS88242
Northern Ireland Organ Donation Service	75909384	YciM9468*	NHS88242
South Central Organ Donation Service	75909389	IjdX9734*	NHS88242
South Wales Organ Donation Service	75909381	HleJ6159+	NHS88242
South West Organ Donation Service	75909382	BonG1192+	NHS88242
Donor Records Department - ODT	75909000	MnxJ3497+	NHS88242

2. Translation of written communication

- 2.1 SNOD's **must** identify which language the letter needs to be translated into and inform the **DFCS** team, including 3 points of PID. This should be clearly documented on DonorPath
- 2.2 Once the letter has been written by **DFCS** and checked by the SNOD the **DFCS** will use Language Empire TMS for translation at www.language-empire.net and follow the Instructions contained in the user guide attached.
- 2.3 Document Translation requests can be requested through the online portal by selecting "Translation" from the left side of the screen, once logged in.
- 2.4 You are required to complete the online booking form and all relevant fields.
- 2.5 The portal is secure, and all documents are handled securely.
- 2.6 Upon submitting this request to Language Empire, you will be given a unique **Booking Reference** number which allows you to identify your request. This is important and the Language Empire team will always ask you for this.
- 2.7 You will then receive an email acknowledgement to summarise all the information you have provided.

3. Receiving translated letters from Language Empire

- 3.1 Your Document will then be returned to you by the required date and time through the online portal.

4. For a detailed instruction guide please see attached user guide.



User Guide.pdf

⊖ **End of Procedure**

Definitions

- **Interpreter** - Someone whose job it is to change what someone else is saying into another language
- **Translate** - Change written word into a different language
- **Standard Letter** - A letter that is up to 1000 words.
- **Non-Standard letter** - An extended letter over 1000 words

Related Documents/Reference

- **SOP3649** - Voice recording of organ donor clinical conversations
- **MPD845** - Family Care