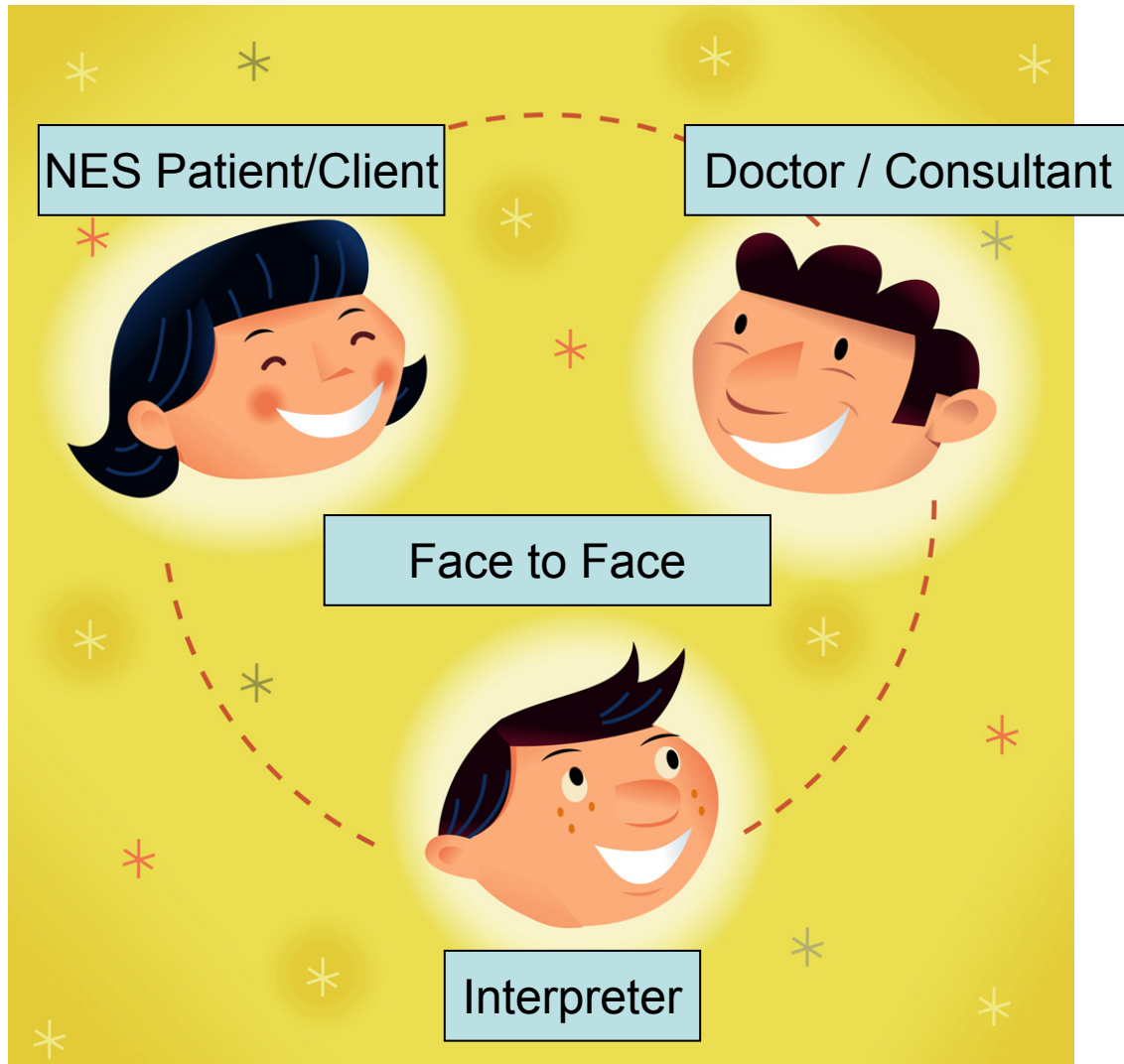


# Waitemata Auckland Translation & Interpreting Service (WATIS)

- Site Interpreting (Face to Face) SINT
- Telephone Interpreting TINT
- Telephone Assignment TA
- Appointment Confirmation APC

## Site-Interpreting = Face to Face (SINT)

This service provides you with a language interpreter to be present at your meeting/ interview/ consultation to assist you to facilitate communication between two or more parties face to face using either consecutive or simultaneous interpreting mode according to your needs.



# Telephone-Interpreting (TINT)



Interpreter



Doctor / Consultant

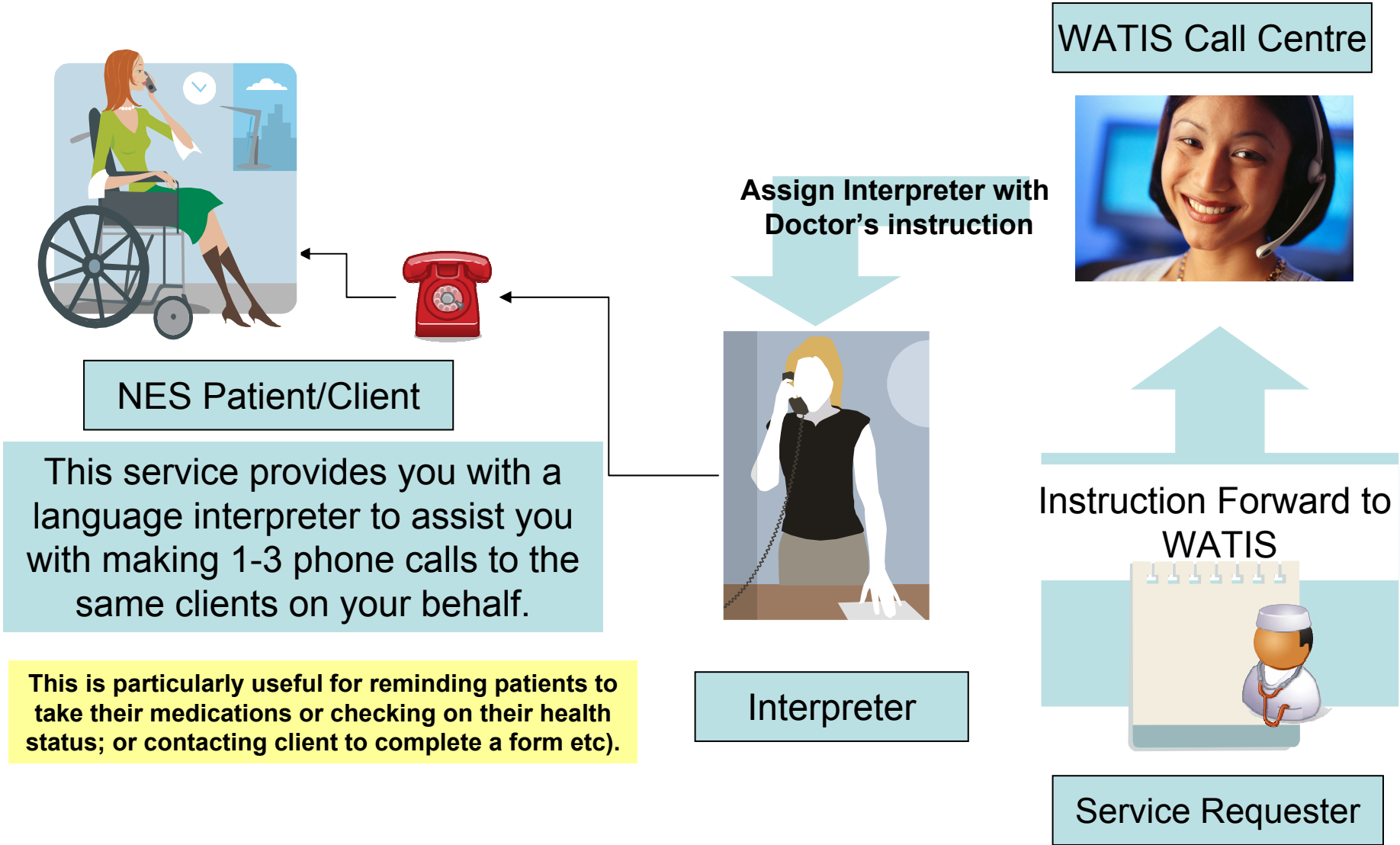
This service provides you with a language interpreter to facilitate communication between Consultant, Doctor, Patient and Interpreter via conference call system.



NES Patient/Client

**Example 1:** for immediate service request: our call centre staff will connect you to the language interpreter and other parties as per your request  
**Example 2:** for scheduled non-urgent service request, our language interpreter will contact the health practitioner (and other parties if required) at a pre-scheduled time).

# Telephone-Assignment (TA)

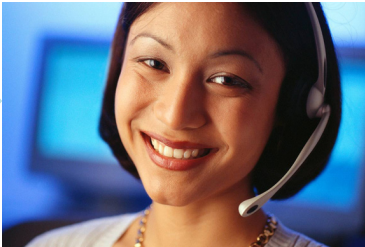


# Appointment Confirmation (APC)

Interpreter



WATIS Call Centre



Booking Clerk



NES Patient/Client

This service provides you with a trained Interpreter to contact a client by telephone to confirm, cancel or reschedule an appointment.

This service is very useful and cost effective for managing appointments and reducing clients /patients not showing up for the booked appointment.