Role Play – making an appointment to see your GP

Step 1: call 131450	
Step 2: speak to operator	
Operator (machine)	**You/client**
What language do you need?	Arabic
You asked for Arabic, is that right?	Arabic *(silent or waiting music is on – you wait)*
I'm sorry, I'm having problems understanding you. Please answer "yes" or "no"	Arabic *(silent or waiting music is on – you wait to be transferred to a person)*
Operator (person)	**You/client**
Hello, what language please?	Arabic
One moment *(recorded message in Arabic is played to let you know that an Arabic interpreter is requested and you are asked to wait)*	*(wait)*
Step 3: speak to interpreter	
Interpreter (person)	**You/client**
(in Arabic talking to you) Hello, I am the Arabic interpreter. How can I help you?	*(you can now talk in your own language)* I would like to make an appointment to see my GP – Dr. ….. His number is 1234 5678.
What is your name?	My name is…..
(The interpreter now is telling the operator that you would like to make an appointment to see your GP. The interpreter will give your name and your GP's number to be called)	*(wait)*
Operator	**You/client**
(The operator is now calling your GP) I have the clinic's reception on the line. Interpreter please go ahead.	*(the interpreter will ask you to tell the reception what you need)*
Step 4: speak to clinic reception with an interpreter	
Clinic reception	**You/client**
(in English) **Can I help you?** *(interpreter will interpret for you)*	Can I make an appointment to see my GP – Dr…. tomorrow at 10 AM please? *(interpreter will interpret for the reception)*
Dr. … is not available tomorrow. She is available next week on Monday at 10 AM. Would you like to book this time? *(interpreter will interpret for you)*	Yes please *(interpreter will interpret for the reception)*
Ok. Dr…. is booked to see you on Monday at 10 AM *(interpreter will interpret for you)*	Thank you *(interpreter will interpret for the reception)*
Finish. You have successfully made an appointment to see your GP using a phone interpreter	