



## Patient Information Notice

### Use of The Big Word Interpretation Services in Central European Practice locations

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#### About the Big Word.

The Big Word is a medical interpretation service engaged by the MOD for use by patients of the Central European Practice (CEP). The service is for medical interpretation only and may not be used for any non-medical purpose. If CEP patients use this service they are to contact the Practice as soon after as practicable either by telephone (+32 (0) 6544 2280) or email [UKStratcom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk](mailto:UKStratcom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk) to ensure that the usage is correctly recorded.

#### How to access a Big Word Interpreter.

1. **Call The Big Word interpretation line on - 0044 (0) 113 212 4116**
2. **Enter the access code – 77451265#**
3. **Enter the language code –**

Bosnia – 17	German – 4	Romanian - 750
Bulgarian – 707	Greek – 993	Slovak - 755
Czech – 710	Italian – 995	Slovene - 756
Danish – 711	Latvian – 733	Spanish - 1
Dutch – 713	Lithuanian – 735	Swedish - 761
Estonian – 783	Norwegian – 742	Turkish - 764
Finnish – 716	Polish - 5	
French – 95	Portuguese - 996	

4. **Once connected to an interpreter ensure that you make a note of their 'Interpreter ID number'.**
5. **Following the call inform CEP via telephone or email that you have used the service, including providing the interpreter ID number.**

**Should you have any difficulties whilst trying to access an Interpreter via The Big Word – call The Big Word customer services on 0044 (0) 800 757 3025.**