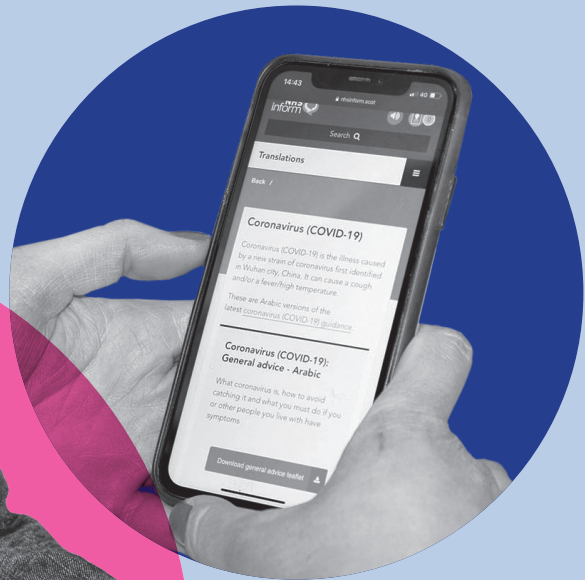


COVID-19 information on NHS inform



nhs24.scot

COVID-19 information on NHS inform

NHS inform has a significant amount of information on COVID-19, in English and in alternative formats, as well as a self help guide: www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19 to check your symptoms and find out what to do next.

This is being regularly updated with the latest clinically approved guidance in partnership with Public Health Scotland. Visit: www.nhsinform.scot/coronavirus

We have also developed brand new communication channels to help as many people as possible access the COVID-19 information we are providing.

We need you to spread the word!

Please help raise awareness of the new resources and tools:

- with the people you support,
- your community,
- and your networks.

Let's make sure people with communication differences know about the different ways they can get quality information about COVID-19.

Getting COVID-19 information online

Alternative formats

We're providing alternative formats to help people with communication differences access COVID-19 information:

- translations in Arabic, Bengali, Chinese, Farsi, Hindi, Polish, Punjabi, Romanian, Slovak, Spanish and Urdu are available. Visit: www.nhsinform.scot/coronavirus
- British Sign Language (BSL) translations are available on NHS inform: www.nhsinform.scot/BSL and on our YouTube channel: www.youtube.com/nhsinform
- audio versions: www.nhsinform.scot/translations/formats/audio
- easy read documents: www.nhsinform.scot/translations/formats/easy-read

The Browsealoud tool helps users access information on NHS inform by: reading this aloud, highlighting and magnifying text, creating audio files. Find out more here: www.nhsinform.scot/accessibility

Other communication channels

We've developed tools, giving people a choice of how to get the COVID-19 information they need:

- **chat bot:** ask COVID questions directly on the website: <https://ask.nhsinform.scot/>
This is an automated service. Users who can't find the information they need will be offered the option to start a webchat
- **NHS 24 COVID app:** available to download free from the App Store and Google Play.
This includes the COVID-19 symptom checker and COVID-19 information from NHS inform
- **webchat:** option offered to people who call the COVID helpline (0800 028 2816)
- **voice bot:** automated voice option lets people who don't use the internet access the coronavirus self-help guide. This is available by phoning the NHS inform helpline (0800 22 44 88)

Getting COVID-19 information over the phone

People with communication differences can access the COVID-19 helpline (and all other NHS 24 phone services) in a number of ways:

- people whose first or preferred language is not English can use Language Line (a free over the phone interpreting service).
- British Sign Language (BSL) users can use contactSCOTLAND-BSL (a free BSL interpreting video relay service). Find out more here contactscotland-bsl.org
- people with hearing and speech differences can use Relay UK (a national relay service accessible via textphone or the Relay UK app). Find out more here www.relayuk.bt.com

Communication material

Suggested articles

Here is some wording that you might want to use for your e-bulletin or email messages, as appropriate.

How people whose first or preferred language is not English can access COVID-19 information on NHS inform channels

People whose first or preferred language is not English can get information about coronavirus (COVID-19) in Arabic, Bengali, Chinese, Farsi, Hindi, Polish, Punjabi, Romanian, Slovak, Spanish and Urdu on NHS inform. All the translations are published here: www.nhsinform.scot/coronavirus - please keep checking for updates.

People living in Scotland who don't have any symptoms but are looking for general information can call the coronavirus helpline. If you're a non-English speaker you can still use this service. Phone **0800 028 2816**, tell the call handler that you need an interpreter, give the name of your preferred language and you will be connected to a Language Line interpreter. You will not have to pay for this.

How people with hearing loss can access COVID-19 information on NHS inform channels

People living in Scotland can get the health information they need, including about coronavirus (COVID-19), from www.nhsinform.scot every day. If you use British Sign Language (BSL) we have BSL translations here www.nhsinform.scot/BSL and on our YouTube channel www.youtube.com/user/nhsinform Please keep checking for new and updated video clips.

If you don't have any symptoms but are looking for general information, you can call the coronavirus helpline. British Sign Language (BSL) users can use this service via contactSCOTLAND-BSL. Find out more here: www.contactscotland-bsl.org

If you have hearing and speech differences you can contact the coronavirus helpline via Relay UK. Dial: **18001 0800 028 2816** on your textphone or use the Relay UK app. Find out more here: www.relayuk.bt.com/how-to-use-relay-uk

How people living with sight loss can access COVID-19 information on NHS inform channels

People in Scotland get the health information they need about coronavirus (COVID-19) from: www.nhsinform.scot every day. If you are living with sight loss you will find an audio version of the information about COVID-19 here: www.nhsinform.scot/translations/formats/audio/coronavirus-covid-19. The website is compatible with modern screen readers and other assistive technologies.

Other ways to access NHS inform COVID-19 information

We have introduced a number of ways people living in Scotland can get general information about coronavirus, when they don't have any symptoms. They can:

- use the 'Ask NHS inform a question' tool to ask COVID-19 questions directly on the website. Try it out here ask.nhsinform.scot (this is an automated service)
- download the 'NHS 24 COVID' app to get the COVID-19 symptom checker and COVID-19 information directly on their smartphone
- phone the COVID-19 helpline on **0800 028 2816** (open every day, 8am to 10pm)
- choose the webchat option when phoning the coronavirus helpline: **0800 028 2816** to get a text message to a phone and start the chat from there
- choose the automated voice option when phoning the NHS inform helpline: **0800 22 44 88** – this lets people who don't use the internet access the coronavirus self-help guide

People who call 111 can select the option to listen to general information about coronavirus on NHS inform, if they don't have any symptoms.



SUGGESTED SOCIAL MEDIA POSTS

Here are some posts you may wish to use on your social media channels, as appropriate.

Sample tweets

Tweet 1



People living in Scotland who need general information about COVID-19 can choose the webchat option when they phone the coronavirus helpline on **0800 028 2816** (open from 8am to 10pm each day).

Tweet 2



The 'Ask NHS inform a question' tool lets people ask their COVID-19 questions directly on the website. This is an automated service. Try it out here ask.nhsinform.scot

Tweet 3



Download the free NHS 24 COVID app to get the COVID-19 symptom checker and COVID-19 information directly on your smartphone.

Tweet 4



People who want to access the coronavirus self-help guide but don't use the internet can choose the automated voice option when they phone the NHS inform helpline on 0800 22 44 88 (open every day).

Tweet 5



People whose first or preferred language is not English can find translated information about coronavirus here www.nhsinform.scot/coronavirus

Tweet 6



British Sign Language (BSL) users can find BSL translations about health topics, including coronavirus here www.nhsinform.scot/BSL and on our YouTube channel: www.youtube.com/user/nhsinform

Tweet 7



Looking for information about coronavirus in audio format?
Go to www.nhsinform.scot/translations/formats/audio

Tweet 8



Looking for information about coronavirus in easy read format?
Go to www.nhsinform.scot/translations/formats/easy-read



SUGGESTED SOCIAL MEDIA POSTS

Sample Facebook posts

Post 1



People whose first or preferred language is not English can get information about coronavirus (COVID-19) in Arabic, Bengali, Chinese, Farsi, Hindi, Polish, Punjabi, Romanian, Slovak, Spanish and Urdu here www.nhsinform.scot/coronavirus

They can also get information by calling the coronavirus helpline: phone **0800 028 2816**. They should tell the call handler that they need an interpreter, give the name of their preferred language and they will be connected to an interpreter. This service is free.

Post 2



People who use British Sign Language (BSL) can get information about coronavirus in BSL here www.nhsinform.scot/BSL and on our YouTube channel www.youtube.com/user/nhsinform.

They can also get information from the coronavirus helpline (0800 028 2816). BSL users can use this service via contactSCOTLAND-BSL. Find out more here: www.contactscotland-bsl.org

If you have hearing and speech differences you can get information from the coronavirus helpline via Relay UK. Dial **18001 0800 028 2816** on your textphone or use the Relay UK app - find out more here www.relayuk.bt.com/how-to-use-relay-uk

Post 3



We know that thousands of people in Scotland get the health information they need about coronavirus (COVID-19) from www.nhsinform.scot every day.

If you are living with sight loss you will find an audio version of the information about COVID-19 here www.nhsinform.scot/translations/formats/audio/coronavirus-covid-19. Our website is compatible with modern screen readers and other assistive technologies.

Post 4



There are many ways to get general information about coronavirus. You can phone the coronavirus helpline on 0800 028 2816 and choose the webchat option, or wait to speak to an advisor.

You can also ask questions directly on the website with the 'Ask NHS inform a question' tool. This is an automated service. Try it out here ask.nhsinform.scot

If you have a smartphone, why not download the NHS 24 COVID app and get the coronavirus symptom checker and coronavirus information directly from NHS inform to your smartphone.



TRANSLATED FACEBOOK POSTS

Arabic

For information about coronavirus (COVID-19) in Arabic go to

www.nhsinform.scot/translations/languages/arabic/illnesses-and-conditions/coronavirus-covid-19

You can also get information by calling the coronavirus helpline: phone 0800 028 2816. Tell the call handler that you need an interpreter, give the name of your preferred language and you will be connected to an interpreter. This service is free.

للحصول على معلومات حول فيروس كورونا (COVID-19) باللغة العربية، انتقل إلى،

www.nhsinform.scot/translations/languages/arabic/illnesses-and-conditions/coronavirus-covid-19

يمكنك أيضًا الحصول على معلومات عن طريق الاتصال 0800 هاتف: بخط المساعدة الخاص بالفيروس التاجي 028 2816. أخبر معالج الاتصال أنك بحاجة إلى مترجم. هذه. وأعط اسم لغتك المفضلة وسيتم توصيلك بمترجم، الخدمة مجانية.

Bengali

For information about coronavirus (COVID-19) in Bengali go to

www.nhsinform.scot/translations/languages/bengali/illnesses-and-conditions/coronavirus-covid-19

You can also get information by calling the coronavirus helpline: phone 0800 028 2816. Tell the call handler that you need an interpreter, give the name of your preferred language and you will be connected to an interpreter. This service is free.

বাংলা ভাষায় করোনাভাইরাস (কোভিড-19) সম্পর্কিত তথ্য জানার জন্য

www.nhsinform.scot/translations/languages/bengali/illnesses-and-conditions/coronavirus-covid-19

দেখুন।
করোনাভাইরাস হেল্পলাইনকে কল করেও আপনি তথ্য পেতে পারেন: ফোন 0800 028 2816। কল হ্যান্ডলারকে জানান যে আপনার একজন দোভাষী দরকার, তাদেরকে আপনার পছন্দসই ভাষার নাম দিন এবং একজন দোভাষীর সঙ্গে আপনাকে কনেক্ট করা হবে। এটি একটি বিনামূল্য পরিষেবা।

Chinese

For information about coronavirus (COVID-19) in Chinese go to

<https://www.nhsinform.scot/translations/languages/chinese/illnesses-and-conditions/coronavirus-covid-19>

You can also get information by calling the coronavirus helpline: phone 0800 028 2816. Tell the call handler that you need an interpreter, give the name of your preferred language and you will be connected to an interpreter. This service is free.

关于冠状病毒(2019新冠肺炎)中文信息，请前往

<https://www.nhsinform.scot/translations/languages/chinese/illnesses-and-conditions/coronavirus-covid-19>

您也可以拨打冠状病毒帮助热线电话 0800 028 2816 获得相关信息。请告知接线员您需要翻译服务，提供您首选的语言，然后您将连线上一位翻译员。此服务是免费的。

TRANSLATED FACEBOOK POSTS (CONT)

Farsi

For information about coronavirus (COVID-19) in Farsi go to

www.nhsinform.scot/translations/languages/farsi/illnesses-and-conditions/coronavirus-covid-19

You can also get information by calling the coronavirus helpline: phone 0800 028 2816. Tell the call handler that you need an interpreter, give the name of your preferred language and you will be connected to an interpreter. This service is free.

برای کسب اطلاعات در رابطه با ویروس کرونا (کووید-19) به زبان فارسی، به

www.nhsinform.scot/translations/languages/farsi/illnesses-and-conditions/coronavirus-covid-19

مراجعه کنید

همچنین می توانید با تماس با خط امداد ویروس کرونا،

اطلاعات لازم را دریافت نمایید: شماره تلفن 0800

028 2816. به اپراتور بگویید که به مترجم نیاز دارید.

زبان مورد نظر خود را بگویید و بعد شما به یک مترجم

وصل می شوید. این خدمات، رایگان است.

Hindi

For information about coronavirus (COVID-19) in Hindi go to

www.nhsinform.scot/translations/languages/hindi/illnesses-and-conditions/coronavirus-covid-19

You can also get information by calling the coronavirus helpline: phone 0800 028 2816. Tell the call handler that you need an interpreter, give the name of their preferred language and you will be connected to an interpreter. This service is free

कोरोनावायरस (कोविड-19) के बारे में हिंदी में

जानकारी के लिए इस लिंक पर जाएं

www.nhsinform.scot/translations/languages/hindi/illnesses-and-conditions/coronavirus-covid-19

आफ़ीरोनावायरस की निम्नलिखित हेल्पलाइन

पर फोन करके भी जानकारी पा सकते हैं: फोन:

0800 028 2816. फोन उठाने वाले व्यक्ति से

कहें कि आपको दुभाषिये (इंटरप्रेटर) की ज़रूरत

है, उसे अपनी पसंदीदा भाषा का नाम बताएं और

आपका दुभाषिये से सम्पर्क करवाया जाएगा। यह

सेवा नि:शुल्क है।

Polish

For information about coronavirus (COVID-19) in Polish go to

www.nhsinform.scot/translations/languages/polish/illnesses-and-conditions/coronavirus-covid-19

You can also get information by calling the coronavirus helpline: phone 0800 028 2816. Tell the call handler that you need an interpreter, give the name of your preferred language and you will be connected to an interpreter. This service is free.

Informacje na temat koronawirusa (COVID-19) w języku polskim można znaleźć na stronie internetowej:

www.nhsinform.scot/translations/languages/polish/illnesses-and-conditions/coronavirus-covid-19

Więcej informacji można również otrzymać dzwoniąc na infolinię ds. koronawirusa pod numer: 0800 028 2816. Przekaż dyspozytorowi, że potrzebujesz tłumacza i w jakim języku mówisz - zostaniesz połączony z tłumaczem. Usługa ta jest darmowa.

TRANSLATED FACEBOOK POSTS (CONT)

Punjabi

For information about coronavirus (COVID-19) in Punjabi go to

www.nhsinform.scot/translations/languages/punjabi/illnesses-and-conditions/coronavirus-covid-19

You can also get information by calling the coronavirus helpline: phone 0800 028 2816. Tell the call handler that you need an interpreter, give the name of your preferred language and you will be connected to an interpreter. This service is free.

ਕੋਰੋਨਾਵਾਇਰਸ (COVID-19) ਬਾਰੇ ਪੰਜਾਬੀ ਵਿੱਚ ਜਾਣਕਾਰੀ ਲਈ

www.nhsinform.scot/translations/languages/punjabi/illnesses-and-conditions/coronavirus-covid-19

'ਤੇ ਜਾਓ
ਤੁਸੀਂ ਕੋਰੋਨਾਵਾਇਰਸ ਹੈਲਪਲਾਈਨ ਨੂੰ ਕਾਲ ਕਰਕੇ ਵੀ ਜਾਣਕਾਰੀ ਲੈ ਸਕਦੇ ਹੋ: **0800 028 2816** 'ਤੇ ਫੋਨ ਕਰੋ। ਕਾਲ ਹੈਂਡਲਰ ਨੂੰ ਦੱਸੋ ਕਿ ਤੁਹਾਨੂੰ ਕਿਸੇ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਉਨ੍ਹਾਂ ਦੀ ਤਰਜੀਹੀ ਭਾਸ਼ਾ ਦਾ ਨਾਮ ਦਿਓ ਅਤੇ ਤੁਸੀਂ ਦੁਭਾਸ਼ੀਏ ਨਾਲ ਜੋੜ ਦਿੱਤੇ ਜਾਓਗੇ। ਇਹ ਸੇਵਾ ਮੁਫਤ ਹੈ।

Romanian

For information about coronavirus (COVID-19) in Romanian go to

www.nhsinform.scot/translations/languages/romanian/illnesses-and-conditions/coronavirus-covid-19

You can also get information by calling the coronavirus helpline: phone 0800 028 2816. Tell the call handler that you need an interpreter, give the name of your preferred language and you will be connected to an interpreter. This service is free.

Pentru informații despre coronavirus (COVID-19) în limba Română, vizitați:

www.nhsinform.scot/translations/languages/romanian/illnesses-and-conditions/coronavirus-covid-19

De asemenea, puteți obține informații despre coronavirus, apelând linia de asistență pentru coronavirus (COVID-19): telefon 0800 028 2816. Spuneți-i operatorului că aveți nevoie de un interpret, indicați numele limbii preferate și veți fi conectat la un interpret. Acest serviciu este gratuit.

Slovak

For information about coronavirus (COVID-19) in Slovak go to

www.nhsinform.scot/translations/languages/slovak/illnesses-and-conditions/coronavirus-covid-19

You can also get information by calling the coronavirus helpline: phone 0800 028 2816. Tell the call handler that you need an interpreter, give the name of your preferred language and you will be connected to an interpreter. This service is free.

Informácie o koronavíruse (COVID-19) v slovenčine nájdete na

www.nhsinform.scot/translations/languages/slovak/illnesses-and-conditions/coronavirus-covid-19

Informácie môžete získať aj na telefónnej linke pomoci s koronavírusom: telefónne číslo 0800 028 2816. Povedzte obsluhovateľovi hovor, že potrebujete tlmočníka, uveďte meno svojho preferovaného jazyka a budete v spojení s tlmočnikom. Táto služba je bezplatná.

TRANSLATED FACEBOOK POSTS (CONT)

Spanish

For information about coronavirus (COVID-19) in Spanish go to

www.nhsinform.scot/translations/languages/spanish/illnesses-and-conditions/coronavirus-covid-19

You can also get information by calling the coronavirus helpline: phone 0800 028 2816. Tell the call handler that you need an interpreter, give the name of their preferred language and you will be connected to an interpreter. This service is free.

Para recibir más información acerca del coronavirus (COVID-19) en español, visite

www.nhsinform.scot/translations/languages/spanish/illnesses-and-conditions/coronavirus-covid-19

También puede obtener información llamando a la línea de asistencia sobre coronavirus: teléfono 0800 028 2816. Dígale a la persona que atienda su llamada que necesita un/a intérprete, indique el nombre de su idioma preferido y se le conectará con un/a intérprete. Este servicio es gratuito.

Urdu

For information about coronavirus (COVID-19) in Urdu go to

www.nhsinform.scot/translations/languages/urdu/illnesses-and-conditions/coronavirus-covid-19

You can also get information by calling the coronavirus helpline: phone 0800 028 2816. Tell the call handler that you need an interpreter, give the name of their preferred language and you will be connected to an interpreter. This service is free.

کورونا وائرس (کووڈ-19) کے بارے میں اردو میں معلومات کے لیے ملاحظہ کریں

www.nhsinform.scot/translations/languages/urdu/illnesses-and-conditions/coronavirus-covid-19

آپ کورونا وائرس کی ہیلپ لائن: فون 028 2816 0800 پر ٹیلیفون کر کے بھی معلومات حاصل کر سکتے ہیں۔ کال وصول کرنے والے کو بتائیں کہ آپ کو ایک انٹریپرٹر (ترجمان) کی ضرورت ہے، اپنی ترجیحی زبان کا نام بتائیں، تو آپ کو ایک انٹریپرٹر کے ساتھ ملا دیا جائے گا۔ یہ سروس مفت ہے۔

TRANSLATED TWEETS

Arabic

If your first or preferred language is Arabic you can find translated information about coronavirus here
www.nhsinform.scot/translations/languages/arabic

إذا كانت لغتك الأولى أو المفضلة هي العربية،
فيمكنك العثور على معلومات مترجمة حول فيروس
كورونا هنا

www.nhsinform.scot/translations/languages/arabic

Bengali

If your first or preferred language is Bengali you can find translated information about coronavirus here
www.nhsinform.scot/translations/languages/bengali

যদি আপনার প্রথম বা পছন্দসই ভাষা
বাংলা হয় তাহলে আপনি

www.nhsinform.scot/translations/languages/bengali

থেকে করোনাভাইরাসের বিষয়ে
অনুবাদিত তথ্য পতে পারেন।

Chinese

If your first or preferred language is Chinese you can find translated information about coronavirus here
www.nhsinform.scot/translations/languages/chinese

如果您的第一或首选的语言是中文，您可以在
以下网站找到已经翻译成中文的关于冠状病毒
的信息

www.nhsinform.scot/translations/languages/chinese

Farsi

If your first or preferred language is Farsi you can find translated information about coronavirus here
www.nhsinform.scot/translations/languages/farsi

اگر زبان مادری یا زبان موردنظر شما فارسی
است، اطلاعات ترجمه شده ویروس کرونا را در
اینجا پیدا خواهید کرد

www.nhsinform.scot/translations/languages/farsi

Hindi

If your first or preferred language is Hindi you can find translated information about coronavirus here
www.nhsinform.scot/translations/languages/hindi

यदि आपकी पहली या पसंदीदा भाषा हिंदी है
तो आप इस लिंक पर अनूदित जानकारी
पा सकते हैं

www.nhsinform.scot/translations/languages/hindi

TRANSLATED TWEETS (CONT)

Polish

If your first or preferred language is Polish you can find translated information about coronavirus here

www.nhsinform.scot/translations/languages/polish

Informacje na temat koronawirusa w języku polskim znajdziesz tutaj:

www.nhsinform.scot/translations/languages/polish

Punjabi

If your first or preferred language is Punjabi you can find translated information about coronavirus here

www.nhsinform.scot/translations/languages/punjabi

ਜੇ ਤੁਹਾਡੀ ਪਹਿਲੀ ਜਾਂ ਤਰਜੀਹੀ ਭਾਸ਼ਾ ਪੰਜਾਬੀ ਹੈ ਤਾਂ ਤੁਸੀਂ ਇੱਥੇ ਕੋਰੋਨਾਵਾਇਰਸ ਬਾਰੇ ਅਨੁਵਾਦ ਕੀਤੀ ਹੋਈ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ

www.nhsinform.scot/translations/languages/punjabi

Romanian

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www.nhsinform.scot/translations/languages/romanian

Dacă limba dvs. maternă sau preferată este Româna, puteți găsi informații traduse despre coronavirus (COVID-19) aici:

www.nhsinform.scot/translations/languages/romanian

Slovak

If your first or preferred language is Slovak you can find translated information about coronavirus here

www.nhsinform.scot/translations/languages/slovak

Ak je váš prvý alebo preferovaný jazyk slovenčina, tu nájdete preložené informácie o koronavíruse

www.nhsinform.scot/translations/languages/slovak

Spanish

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Si su primer idioma o idioma preferido es el español, puede encontrar información traducida acerca del coronavirus en

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Urdu

If your first or preferred language is Urdu you can find translated information about coronavirus here

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اگر آپ کی پہلی (مادری) یا ترجیحی زبان اردو ہے، تو آپ کو کرونا وائرس کے بارے میں ترجمہ شدہ معلومات یہاں سے حاصل کر سکتے ہیں

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