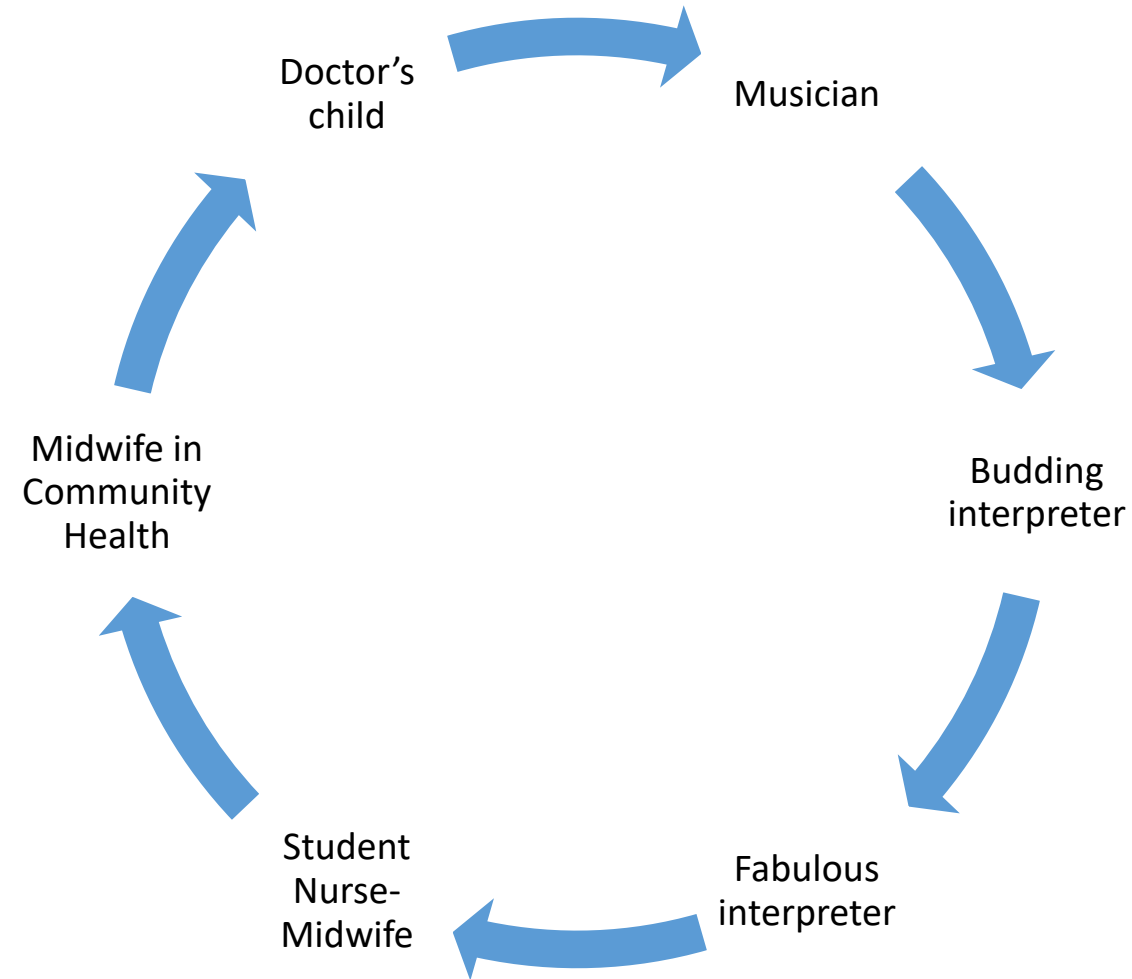


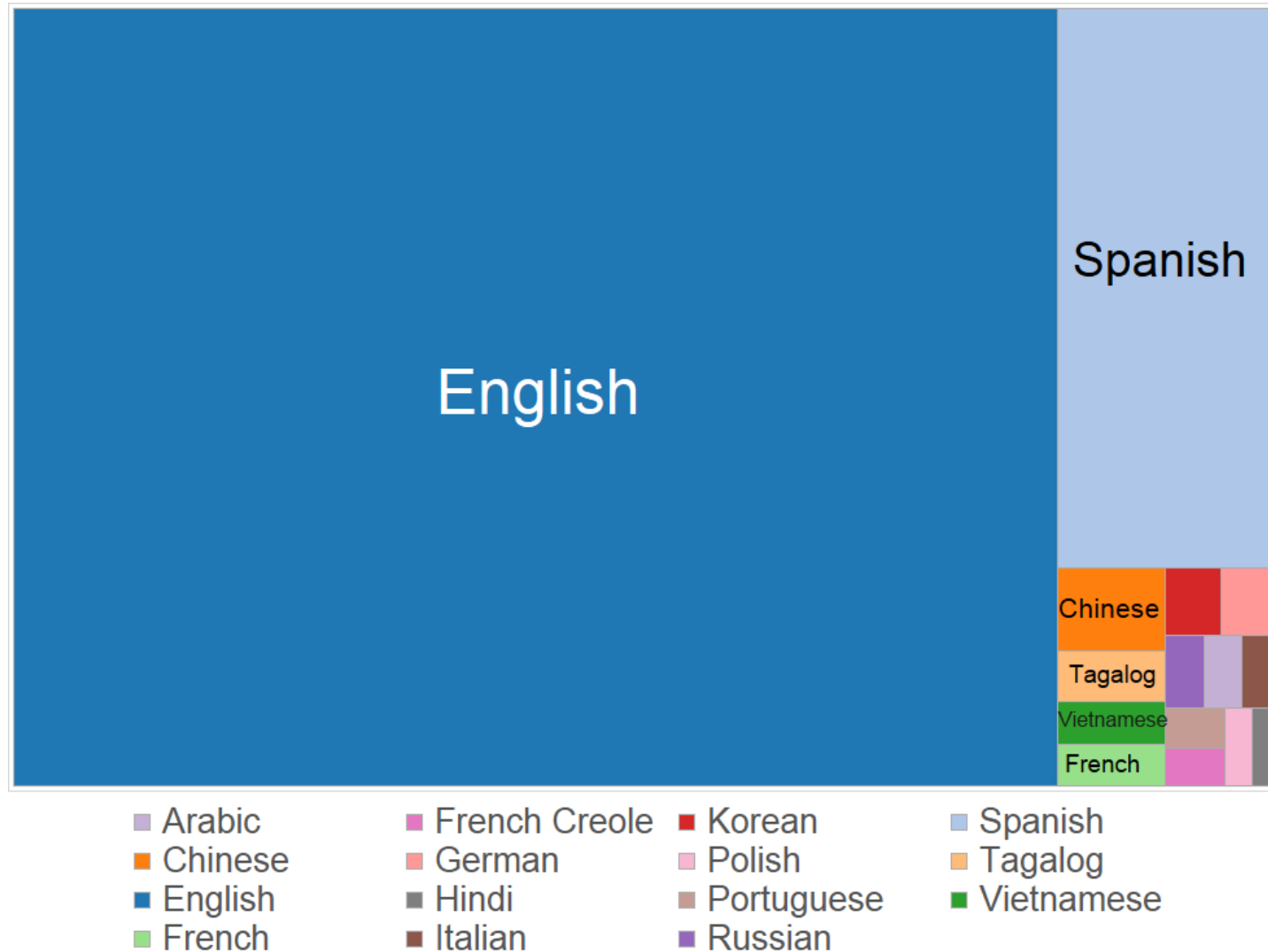
# Interpreters and Clinicians Working Together in the Real World

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# A little bit about me



# The number of languages spoken in the US



# So the need for interpreters will never go away

- **TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 PROHIBITS DISCRIMINATION BASED ON RACE, COLOR OR NATIONAL ORIGIN IN PROGRAMS OR ACTIVITIES WHICH RECEIVE FEDERAL FINANCIAL ASSISTANCE**
- 25 million people in the US need an interpreter during a medical visit
- Studies have shown that ad hoc interpreters (untrained bilingual staff, family members) make twice as many potentially clinically significant mistakes than a trained interpreter
- Clients that require an interpreter have poorer health outcomes, higher readmission rates, and have higher rates of not getting recommended preventive services
- All patients have a right to understand their health issues, and make well informed decisions about their care

# Ethics in Interpreting and the Standards of Practice from NCIHC

- We all know the key concepts in the field of interpreting with regards to ETHICS- and these should be part of your daily practice- using set scripts that deal with these issues quickly and clearly
  - Primary relationship in health care- the relationship between the patient and the provider
  - Accuracy
  - Confidentiality
  - Respect
  - Cultural awareness- traditional cultures, biomedical cultures
  - Barriers to over-familiarity
  - Financial gain
  - Influence/dependence
  - Impartiality/personal beliefs



# What is it like for clinicians to work with an interpreter?

- Time constraints
- Sometimes we have unprofessional service
- Remember it's not about you, it's about them!



# How can you as an interpreter make patients and clinician's work better?

- First and foremost- follow your standards of practice and code of ethics
- Practice!
- Arrive on time, and be ready to start right away.
- If you work for a remote language bank, ensure their quality
- No socializing, step out of the room when the patient is not talking to his/her clinician.

Next steps- considering your future moves,  
and the importance of advocacy

- Advocacy and hard work



Next steps- considering your future moves,  
and the importance of advocacy

