

Principle:

# Confidentiality

#1

## Important points:

- To honor the privacy of the patient.
- Interpreters have an ethical obligation to maintain transparency.
- Patient has to trust the health system & Interpreter
- Clarify their rights & the interpreter role so they gain trust.  
(Lack of clarity can create problems btw provider & patient)
- Our commitment to confidentiality refers to primarily to maintaining the privacy of the patient
- Interpreter very clear, that we will be interpreting everything that is said while in the presence of provider.

## Special considerations:

- Don't Sharing info w/ family members unless written consent
- family may request to withhold info (that's not transparent)
- Treating Team have responsibility for the care & treatment but new team cannot access w/out written permission.

Core value(s): Beneficence Fidelity Respect for importance of culture

Bad thoughts

## \* ROLE PLAY/SCENARIO(S)

est Patient share ~~st~~ w/ Interpreter w/out the provider present & now Interpreter needs to share this w/ provider even when patient asked not to.

2  
Principle: ~~Render~~ Render message accurately (for health/wellbeing of participants)

Important points:

- Convey the essence of meaning (support communication)
  - w/o judgments, w/o omissions
- represent cultural frame ~~to allow~~ participants <sup>to</sup> understand each other
- body language, tone
- Language conveyed/interpreters use is seen as data
- Interpreter builds relationship betw. patient + provider
- Language is expression of culture
- Interpreters can/should mediate the message w/o being stuck trying to convey word-to-word or "untranslatable" idioms
- Interpreter must convey "offensive" language
  - it (any message) contains diagnostic info for Dr.
  - <sup>Dr. +</sup> patient has the right to have their message rendered faithfully, whatever it is

Special considerations:

- "untranslatable" words, idioms
- errors
- being asked not to interpret comment
- intimate relationship betw. interpreter + patient
- offensive content

Core value(s): Beneficence (1) Fidelity (1) Respect for importance of culture

ROLE PLAY/SCENARIO(S)

- patient swearing during appt. / aggressive

- Make sure to monitor interpreted message, watching own performance, + correct any errors (be transparent to facilitate trust)

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Principle: Impartiality and un-biased work

Important points:

- impartial = fair, equitable, unprejudiced, unbiased  
objective
- To Act with absence of favor
- Accept humanity and human needs of all parties
- Interpreter is not primary participant in encounter
- Be empathetic - Keeping patient well-being and welfare in mind; Not disinterested or un-caring
- Value healthcare Code of Ethics

Special considerations:

- Getting too emotionally invested
- Strong bias (religious beliefs)
- Misinformation and lack of information

Core value(s): Beneficence

Fidelity

Respect for importance of culture

ROLE PLAY/SCENARIO(S)

Interpreter is asked for an opinion

→ Boundaries

Principle: Transparency and refraining from personal involvement / conflict of interest.

Important points:

Transparency

- Transparency regarding any role shifts (i.e nurse vs. interp.)
- Transparency regarding our capabilities/qualifications.
- Make sure all parties concerned are on the same page.
- If not qualified you can withdraw, or if you feel comfortable doing it make sure everyone understands your limitations.

Conflict of interest

- Don't build a personal relationship with the patient that goes beyond your role ⇒ Interpreting is not a personal favor but a service that is provided for them.
- ★ New word: rapport → Trust that's earned over a period of time of shared encounters ⇒ we facilitate its establishment.
- Ethical responsibility: keep sources of information (e.g. personal vs. clinical) separate from one another.

Special considerations:

- Being qualified vs. being comfortable
- Being friendly vs. being personal with the patient.
- friendship ≠ advocacy
- Small communities: information gathered in community vs. medical appointment.

Core value(s): Beneficence Fidelity Respect for importance of culture

ROLE PLAY/SCENARIO(S)

- Interpreter in a new dental appointment - New vocabulary.
- Super friendly patient asking for personal information.

Alex, Grace, Lily (#5) "Cultural Competence & Empathy"  
Hector, Elena, Gabriela  
Principle: The interpreter continually strives to develop awareness of her/his own and other (including biomedical) cultures encountered in the performance of their work.  
Important points: Professional duties, differences.

- ② Acknowledgement - of cultural ~~abstractions~~ differences.
- ① Awareness - ~~own~~ self, other's, and setting biases.
- ③ Understanding - obligation to understand enough to avoid miscommunications
- ④ Facilitator of communication

Cultural Competence - interpreter - shared by all in medical team

- int. usually member of team most likely to understand cult. factors.
- How we see the world influences what we understand and what we remember.
- ~~Cultural~~ <sup>Culture</sup> essential to creation of meanings.
- interpreter to share cultural information w/ consent to resolve misunderstanding or create context.
- there are many cultures that interpreters may experience during their profession.

Special considerations:

- stereotyping - culture of Western medicine
- Cultural assumptions.
- cultural clash
- health literacy.

Core value(s): Beneficence Fidelity Respect for importance of culture

ROLE PLAY/SCENARIO(S)

- embarrassed w/ male doctor when female ~~doctor~~ <sup>pt.</sup> is examined.
- pt insulted when asked about drug use or sexual partners.
- mutual understanding of cultural diff. Doctor - muslim asked to cover pt's head to do examination.

OHCIA Spring 2017 Interpreter Training - Ethics  
Amanda Wheeler-Kay

Principle: Professionalism - The interpreter must at all times act in a professional and ethical manner

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Important points:

- Maintains the integrity of their work
- Upholds the values and ethical principles of their profession
- Performs their duties competently -
  - 1 - Monitor their own performance and behavior
  - 2 - Conduct themselves with dignity
  - 3 - Respect other professionals
  - 4 - Do not discriminate against anyone for
    - i - Race
    - ii - Class
    - iii - Sexual Orientation

Special considerations:

- Culture
- Appreciative

Core value(s): Beneficence Fidelity **Respect for importance of culture**

ROLE PLAY/SCENARIO(S)

- Interpreter being on their phone

Group → (8)

Principle: Professional Development or Self Evaluation -

The interpreter strives to continually further his/her knowledge + skills,

Important points:

- The interpreter has a responsibility to continually improve his/her skills and abilities in order to accurately communicate the content (words/vocab) and context (meaning.)
- Expand knowledge of foreign cultures in order to mediate socio-cultural differences between parties, & remain faithful to the original message.
- Improving language skills such as, vocab, comprehension, fluidity, <sup>in order to interpret</sup> quickly but accurately.
- Keep up with what is happening in the field, <sup>(etc)</sup> technology, through your network, (organization) & training.

Special considerations:

- (Ex. Spanish) = <sup>There can be</sup> many different uses of one word, depending on which country.
- Judgment/Accommodation ⇒ showing compassion

Core value(s): Beneficence

Fidelity

Respect for importance of culture

ROLE PLAY/SCENARIO(S)

① Can't find/do not know the <sup>quickly & accurately</sup> medical / technical word; needs to be able to find another way convey message &/or ask for clarification.

② Patient's has no experience w/ American dr's, used a curandera in her home country, <sup>herbalist/spiritualist</sup> <sub>Atahualpa</sub>