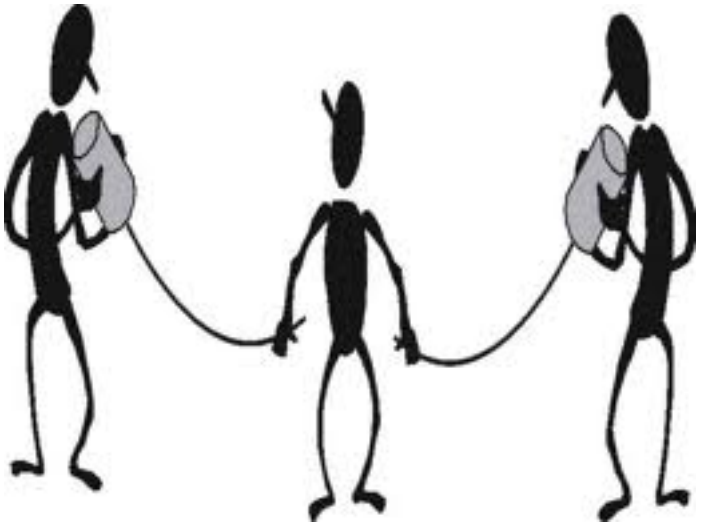
Module 9

Managing Effective Patient Communication Through Medical/Healthcare Interpreters

The Role of the Interpreter

To Facilitate Communication between Patients and Providers



A Glimpse into the Modes of Interpreting

- Consecutive
- Simultaneous
- Sight Translation
- Summarization

A Glimpse at Interpreters' Protocols

- Pre-Session
- Session
  - First person
  - Third person to intervene
  - Choose Role
  - Apply Standards
- Post-Session

Activity

Role play of a triadic encounter using interpreters

When Using an Interpreter…

- Look at patient
- Speak in first person to patient (not to the interpreter)
- Speak in short segments and pause
- Do not use a high register
- Do not raise your voice (remember that the patient is LEP, not deaf)
- Ask questions to assure patient has understood your information

A Trained Interpreter should not…

- Interject personal opinions
- Engage in side conversations with patient
- Engage in side conversations with provider
- Speak over the provider's or patient's voice

Tips when Working with *Ad-hoc* Interpreters

- Guide them with positioning
- Suggest the use of first person
- Watch that she/he does not engage in side conversations with you or the patient
- Use low register or simple vocabulary to avoid misunderstandings or misinterpretations
- Speak in short segments with frequent pauses