

GUIDELINES

	ACTION	RATIONALE
1	<p>Before the interpreter session</p> <ul style="list-style-type: none"> • Arrange a private location if possible • Ensure seating is arranged in a triangle for effective communication • Brief the interpreter prior to the meeting if possible • Identify any cultural factors that may affect the meeting • If using sign language ensure the deaf person has the interpreter clearly in view • Interpreter signs Confidentiality Clause form 	<ul style="list-style-type: none"> • To maintain patient privacy • To minimise stress • To minimise misunderstandings • Interpreters are not usually cultural experts
2	<p>Introductions</p> <ul style="list-style-type: none"> • Introduce yourself and the interpreter • Explain your roles and gain the consent for the use of the interpreter • Confirm that the meeting is bound by codes of ethics to maintain confidentiality of the information discussed • Explain the purpose of the meeting to the patient / client and outline how it will proceed. 	<ul style="list-style-type: none"> • To keep the consumer informed • Reassure those involved that this process will not breach their privacy • To keep the consumer informed
3	<p>During the interpreter session</p> <ul style="list-style-type: none"> • Sit facing the patient / client and avoid looking at the interpreter unless addressing them directly • Speak directly to the patient as you would with an English speaking person • Give the interpreter time to convey the message as presented. Do not get them to summarise. • Don't let the interpreter's presence change your role in the meeting. 	<ul style="list-style-type: none"> • The interpreter must appear to be impartial and not in complicity with the health professional • An interpreter must add nothing; omit nothing; change nothing • It is not the interpreters role to conduct the meeting
4	<p>Guiding principles</p> <ul style="list-style-type: none"> • Speak more slowly than usual • Pause after 2-3 sentences to allow the interpreter to relay the message fully • Summarise periodically when complex issues are involved • It is your responsibility to explain more simply if the patient / client does not understand – this is not the role of the interpreter • Avoid long discussions with the interpreter. If you need to talk directly to the interpreter then they need to explain the nature of the conversation to the patient / client. 	<ul style="list-style-type: none"> • To ensure best outcome

 <p>BAY OF PLENTY DISTRICT HEALTH BOARD HAUORA A TOI</p>	INTERPRETERS - GUIDELINES FOR MEETINGS	Policy 1.5.1 Protocol 2
INTERPRETER SERVICES PROTOCOL		

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5	<p>Ending the interpreter session</p> <ul style="list-style-type: none"> • Check that the patient /client has understood the key messages by asking questions • Ask for any questions from the patient • End the meeting formally • Do not have any debriefing conversations with the interpreter in front of the patient. If necessary evaluate the meeting with the interpreter later 	<ul style="list-style-type: none"> • To ensure the meeting has been successful • The patient may be uncomfortable if there is discussion they are not part of

ASSOCIATED DOCUMENTS

- Bay of Plenty District Health Board policy 1.5.1 Interpreter Services
- Bay of Plenty District Health Board policy 1.5.1 protocol 0 Interpreter Service Standards
- Bay of Plenty District Health Board policy 1.5.1 protocol 1 Interpreters - Using an Interpreter
- Bay of Plenty District Health Board Form FM.I9.1 Interpreters - Confidentiality Clause

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<p>Protocol Steward: Quality & Patient Safety Manager</p>	<p>Authorised by: GM Governance & Quality</p>	