

 <p>BAY OF PLENTY DISTRICT HEALTH BOARD HAUORA A TOI</p>	INTERPRETER SERVICE STANDARDS	Policy 1.5.1 Protocol 0
INTERPRETER SERVICES PROTOCOL		

STANDARDS TO BE MET

1. Communication

- 1.1. An interpreter's role is to facilitate communication between parties who do not have a language in common or have limited ability to communicate in, or understand the common language.
- 1.2. Interpreters must comply with the patient and family centred care and CARE values, Compassion, Attitude, Responsiveness and Excellence.

2. Privacy

Whenever possible the key health professional will pass on to the interpreter relevant patient information with due consideration for the patient / client's privacy and need for confidentiality. All information communicated to the interpreter remains confidential.

3. Use of an Interpreter

An interpreter should be used:

- 3.1 When the patient / client has a limited command of English
- 3.2 Where there is concern that the patient does not understand the clinical information
- 3.3 When the patient is deaf and understands sign language
- 3.4 When requested by patient or family / whanāu

4. BOPDHB Approved Interpreters

- 4.1 Whenever reasonably practicable an approved interpreter is to be used. People on the BOPDHB Approved Interpreters List are authorised by the Quality & Patient Safety Service and approved to provide an interpreting service and accessed from OnePlace.
- 4.2 Deaf Aotearoa has an independent interpreting agency, iSign, who provide New Zealand sign language (NZSL) interpreters.

5. Unapproved Interpreters

- 5.1 An employee may be utilised for interpreting services either in their area or in other areas by agreement with their manager. Time taken by an employee during their normal working hours to provide interpreter services, does not require an invoice to be generated. Staff members with appropriate language and clinical skills are considered to be a good option for providing interpreting and should be used when appropriate.
- 5.2 Generally, family members / whanau can be used as interpreters however this is a decision to be made by the patient / client and their family / whanāu in conjunction with the health professional. Please note that family / whanāu are not ideal interpreters due to the need for neutrality, and should not be used when patients medical condition is deemed to be complex or critical.
- 5.3 Family members should only be used in the following situations:
 - a) To interpret information which is not clinical or technical, confidential or of a critical nature. The health professional is expected to adjust their language to an appropriate level.
 - b) If the patient expresses a preference
 - c) In an emergency situation where immediate access to an approved interpreter is not possible and delay would result in harm to the patient / client.

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Protocol Steward: Quality & Patient Safety Manager	Authorised by: GM Governance & Quality	

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5.4 Family members will not receive payment when translating for a family member.

6. Emergency Situations

A Pictographic Communication Resource pack is available from the Speech & Language Department, ICU or ED. This may be useful in an acute situation to communicate basic information where there is no time to organise an interpreter.

7. Documentation

7.1 The following information must be documented in the patient's health record every time an interpreter is used:

- a) name of staff member who requested use of an interpreter
- b) timeframe interpreter was used
- c) whether it was an approved interpreter, or a family / friend or staff member
- d) document if the patient refuses to have a BOPDHB approved interpreter

7.2 completed Confidentiality Clause for Interpreters form must be filed in patient's health record

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 1 Interpreters - Using an Interpreter
- Bay of Plenty District Health Board policy 1.5.1 protocol 2 Interpreters - Guidelines for Meetings
- Bay of Plenty District Health Board Form FM.I9.1 Interpreters - Confidentiality Clause

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