


Therapeutic Communication for HCA

Chapter 8: Interpreter


Therapeutic Communication for Health Care Administrators


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Learning Objectives

Learning Objectives:

- Describe the key elements of utilizing Language Interpreter Services.
- Explore the diverse range of communication modalities language interpreters provide.
- Communicate clearly as part of a team while providing exemplary customer service to persons who speak another language.
- Develop an awareness of when, why and how to utilize language interpreters.

Introduction

- We will discuss how language interpreter plays a major role as part of communication with Health Care Administrator.
- Many countries have accessibility policies, law or standards for providing excellent customer service. As an employee, it is essential to abide and be in compliance with the company's practice

(Schenker et al,.2011).

Language Interpreter Services

- Why use an Interpreter Service?
 - According to Brandl et al. (2020), not every person uses English as First language; when stressed the person may speak their first language in order to cope.
- Who Should Utilize an Interpreter Service?
 - When the client speaks a language the use of Interpreter is essential to achieve effective verbal interaction.
 - **Confidentiality** is very important consideration.

Language Interpreter Role

- The Interpreter's Professional Role are to
 - Understand and dictate in required languages.
 - Follow strict code of Ethic
 - Adhere to confidentiality
 - Remain impartial and Unbiased
 - To have good moral character.

Language Interpreter Services Via Phone

Important things to be done as HCA while using services.

- Understanding the client's language and requirement is first consideration
- Be polite and explain the whole procedure ask patient to wait on the line
- Confidentiality and ethics is to be considered when contacting the interpreter service
- Write the details such as name and identification number of interpreter

Language Interpreter Services Steps

Steps:

- Introduce interpreter to client
- Maintain high level of communication understanding
- Explain some medical words to interpreter where necessary
- Greet and thank the interpreter for the services

Language Interpreter Services In Person

When using In-Person Interpreter service, it is important to consider:

- Request the service provider fluent in the client's language
- Appointment details of time and date should be given to both client and Interpreter.
- Confidentiality of the patient information should be maintained.
- Clarification should be given to interpreter about the terminology .

Summary

In this presentation you have:

- Described the key elements of utilizing Language Interpreter Services.
- Explored the diverse range of communication modalities language interpreters provide.
- Communicated clearly as part of a team while providing exemplary customer service to persons who speak another language.
- Developed an awareness of when, why and how to utilize language interpreters.

References

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