

Working with Interpreters in the Healthcare Setting DVD



TARGET AUDIENCE

"Working with Interpreters in the Healthcare Setting" DVD is a training resource for healthcare providers, interpreters, medical and interpreting students.

BACKGROUND

The population of NSW is culturally and linguistically diverse. Migration continues to be the major contributor to population growth with 31.4% of NSW residents born overseas and 22.5% speaking a language other than English (2011 Census).

This diversity is reflected in NSW Health Policy (PD2006_053) which requires that professional interpreters be used to facilitate communication between people who are not fluent in English, including people who are Deaf and the staff of NSW public health system. Use of professional interpreters ensures accurate message transfer and safety and quality in health care.

DVD CONTENT

The DVD aims to increase the awareness of health staff of the risks involved in using relatives and friends to interpret. It demonstrates best practice in communicating through interpreters and showcases professional healthcare interpreting including techniques and strategies which can be implemented in a variety of clinical consultations.

The DVD covers: risks involved in using patient's family or friends to interpret, assessing the need for an interpreter, communicating through interpreters on-site, over the telephone and in family conferences, and assessing patients who suffer from mental illness through an interpreter.

DVD PRODUCTION

The DVD was produced by NSW Health Care Interpreter Services (NSW HCIS) with the financial assistance and/or support of NSW Health, Multicultural Health Services, The NSW Multicultural Health Communications Service, Transcultural Mental Health Centre, and NSW Refugee Health Service.

KEY MESSAGES

- using patient's family or friends to interpret carries a number of risks ranging from health providers and patients missing out on vital information to adverse health outcomes
- professional interpreters must be used whenever there is doubt about the patient's comprehension or ability to express themselves in English
- when communicating with patients through an interpreter face-to-face, it is important to address the patient directly and to speak naturally while being aware of the interpreter's presence
- when working with interpreters over the phone health providers must make up for the lack of visual cues by describing the setting
- in family conferences with interpreters, health professionals are required to manage the communication and allow the interpreter to interpret everything
- in mental health assessment, interpreters may need to interpret simultaneously to convey both the content and manner of speech

RELATED RESOURCES

Interpreting in Healthcare- Guidelines for Interpreters

For more information on NSW HCIS visit:

www.wslhd.health.nsw.gov.au/Health-Care-Interpreter-Service-

www.swslhd.nsw.gov.au/services/Interpreter/

www.hnehealth.nsw.gov.au/multiculturalHealth/Pages/Health-Care-Interpreter-Service.aspx

www.slhd.nsw.gov.au/interpreters/

DVD Order Form



ABN 48 702 394 764

MAIL ORDERS

Complete the order form below and send your order to:

Professional Development Coordinator
 WSLHD Health Care Interpreter Service,
 Locked Bag 7118, Parramatta CBD BC NSW 2124, Australia
 Fax: (61) 2 9840 3789
 Email: wslhd-hcis@health.nsw.gov.au
 Contact no: (61) 2 9912 3818 for assistance

POSTAGE AND HANDLING

Postage and handling incurs a charge of \$5.00 per item.
 Please contact the HCIS Professional Development
 Coordinator regarding the cost of larger orders.

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A training resource for
healthcare providers,
interpreters and students






ORDER DETAILS	QTY	PRICE
<i>Working with Interpreters in the Healthcare Setting DVD @ \$22.00 including GST</i>		
Postage cost		
Total		

PAYMENT DETAILS

Organisation			
Surname	First Name	Position	
Address			
City/Town	State	Postcode	Phone/Mobile No.
METHOD OF PAYMENT			
<input type="checkbox"/> Purchase Order for invoicing (invoices are supplied after the receipt of Purchase Order)			
<input type="checkbox"/> Please charge my credit card			
<input type="checkbox"/> Mastercard <input type="checkbox"/> Diners <input type="checkbox"/> Visa <input type="checkbox"/> American Express			
CREDIT CARD DETAILS			
Card number			
Expiry date	Signature	Name on card	