

INTERPRET TOOL: WORKING WITH INTERPRETERS IN CLINICAL SETTINGS

I	Introductions:	Make sure to introduce all the individuals in the room. During introductions, include information as to the roles individuals will play.
N	Note Goals:	Note the goals of the interview: What is the diagnosis? What will the treatment entail? Will there be any follow-up?
T	Transparency:	Let the patient know that everything said will be interpreted throughout the session.
E	Ethics:	Use qualified interpreters (not family members or children) when conducting an interview. Qualified interpreters allow the patient to maintain autonomy and make informed decisions about his or her care.
R	Respect Beliefs:	Limited English Proficient (LEP) patients may have cultural beliefs that need to be taken into account as well. The interpreter may be able to serve as a cultural broker and help explain any cultural beliefs that may exist.
P	Patient Focus:	The patient should remain the focus of the encounter. Providers should interact with the patient and not the interpreter. Make sure to ask and address any questions the patient may have prior to ending the encounter. If you don't have trained interpreters on staff, the patient may not be able to call in with questions.
R	Retain Control:	It is important as the provider that you remain in control of the interaction and not allow the patient or interpreter to take over the conversation.
E	Explain:	Use simple language and short sentences when working with an interpreter. This will ensure that comparable words can be found in the second language and that all the information can be conveyed clearly.
T	Thanks:	Thank the interpreter and the patient for their time. On the chart for next time, note that the patient needs an interpreter and who served as an interpreter this time.

