

Interpreting and translation requests

Suggestions for clinicians

The following is a guide for clinicians to optimise interpreting and translation bookings. Booking processes may vary.

Interpreter bookings

Non-urgent:

- Notify outpatient/inpatient administration staff

Urgent (within 2 business days):

- On Call interpreters (3115 6999 – cost centre # 900613 for QCH)
- Mandarin/Vietnamese – call CHQ Interpreter Services (3068 3365) for in-house interpreters

Provide the following information to administration staff for all bookings:

- Cross-check language and/or dialect on HBCIS and ieMR, and confirm with family if possible
- Specify
 - Level of accreditation (accredited Level 3 interpreter or higher)
 - Type (on-site, phone, videoconference)
 - Gender preference
 - Ethnicity
 - Full name of any preferred and/or non-preferred interpreter

For other enquiries, requests, check status of booking, please call CHQ Interpreter Services **3068 3365**.

For long-term inpatient stays, work with the family to timetable a consistent interpreter booking each day.



Length of bookings

- Interpreter-mediated consults take longer than standard consults. Allow enough time to complete all planned activities, including interpreter briefing and debriefing.
- Consider adding more time for multidisciplinary sessions, or if other professions may also wish to work with the interpreter.
- Standard booking time is usually 1 hour. Extra time can be added in 15-minute minimum increments.
- If a session has begun and you need more time, ask if the interpreter can stay for longer. Interpreters can contact their service provider to extend the booking. Ensure the interpreter has the amended finish time on their time sheet.
- Consider client/family's preference for extend sessions vs. additional sessions
- In clinics with back-to-back sessions:
 - Book the first appointment in a clinic and add the extra time to the start of the clinic e.g. start at 9am instead of 9:30am, OR book the last appointment in a clinic and add the extra time to the end of the clinic e.g. finish at 12:15pm instead of 12pm.
 - Check with your team about grouping longer interpreter sessions in one clinic – e.g. two x 90-minute interpreting sessions instead of three x 60-minute standard sessions in one clinic.
 - If longer bookings cannot be achieved, book a follow up session as soon as possible.

Time left over in interpreter sessions

- If the client does not arrive 10 minutes after scheduled time, complete phone call with interpreter to check attendance and complete rescheduling if required.
- If you filmed a session, review the video with the interpreter.
- If the interpreter is competent to provide sight translations (see 'Sight translations' below)
 - Provide the family with a written summary of information discussed.
 - Discuss and obtain written translations of key terminology used. This can be used as an educational resource/briefing tool for other interpreters of the same language.
- Discuss any miscommunications or cultural factors that impacted the session (**general** information about language and/or culture) with the interpreter.
- Ask interpreter to help negotiate the next appointment/session time with the client/family and write this down for the family.



Formal translations

1. Check with the family what specific language they **read and write** (e.g. simplified vs traditional Chinese). **Some patients/family members may not be literate in any language.**
2. Email CHQ-InterpreterServices@health.qld.gov.au
 - Attach document and specify written language
 - CHQ Interpreter Services will obtain a quote and estimated turnaround time (usually 5 business days depending on length of document, complexity, language)
3. Email quote to team leader or director to sign off and ask for department cost centre.
4. Send signed quote and cost centre number back to CHQ Interpreter Services for processing.

Sight translations during interpreter sessions

- Verbal translation of written document
- Must take place in the presence of a speech pathologist
- Request interpreter who is also a **certified translator** or **certified (Level 3) interpreter**
- Add enough extra time to interpreter booking
- Prepare document in **plain** English
- Length: **200-300 words** maximum
- Do **not** ask for sight translations of reports, complex procedures, health conditions, treatment options and risks, and participation in clinical trials, nor completion of consent forms on behalf of client
- Give interpreters handouts/written info before the session.
- Scan a copy of the English document for the client's ieMR and record date of sight translation.

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