

Children's Health Queensland

Offering interpreter services

Script for clinicians

This script may be used as a guide to assist clinicians to offer interpreter services and address situations where patients and/or families decline the offer.

It is Queensland Government policy that an accredited interpreter is provided so family and caregivers receive fair and high-quality services. An interpreter will be organised if **one or more family members/caregivers have:**

- Difficulties understanding health and medical information in English (not just basic conversational English)
- Difficulties using English to explain specific details about health and medical care

We provide interpreter services at no cost to you.

An interpreter will help **us** to:

- Understand your concerns and your child's needs
- Make sure that you understand all of the information we give
- Make appropriate decisions about your child's care
- Support you to speak and listen in your preferred language(s)
- Avoid miscommunications
- Give your child the best possible care

We cannot use family members, friends and especially not children as interpreters.

We do not know if they can accurately interpret the information needed for your child's care.

You can also focus on making decisions about your child's care instead of worrying about interpreting information yourself.

We will try our best to find a professional interpreter in your language. Please let us know:

- Specific language, dialect and ethnicity
- Preferred gender, community group, names of interpreters you prefer or don't prefer
- Preference for face-to-face or phone interpreter

Interpreters will not share information about your child and family outside of this hospital and health service

If you are concerned, we can try to book a phone interpreter for confidentiality.

We can always change interpreter bookings in the future, e.g. you may wish for an interpreter only when discussing surgical procedures and signing consent forms, or when a family member with limited English skills is present. If you do not want us to request an interpreter, we will respect your decision and document this in your child's medical records.



© State of Queensland (Children's Health Queensland) 2019

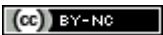


This work is licensed under a Creative Commons Attribution Non-Commercial V4.0 International licence. To view a copy of this licence, visit <https://creativecommons.org/licenses/by-nc/4.0/deed.en>

You are free to copy, communicate and adapt the work for non-commercial purposes, as long as you attribute the State of Queensland (Children's Health Queensland) and comply with the licence terms.

For copyright permissions beyond the scope of this licence contact: Intellectual Property Officer, Queensland Health, email ip_officer@health.qld.gov.au, phone (07) 3708 5069.

© State of Queensland (Children's Health Queensland) 2019



<https://creativecommons.org/licenses/by-nc/4.0/deed.en>

Copyright enquiries: ip_officer@health.qld.gov.au