

Interpreter sessions

Checklists for clinicians

Please use the following checklists during interpreter sessions to meet briefing, debriefing, medicolegal documentation and reporting requirements.

Interpreter session details

Date:

Clinician name(s):

Patient name and Identifier:

Interpreter full name:

Language/dialect:

Ethnicity:

Aboriginal: Y/N

Torres Strait Islander: Y/N

Gender:

Interpreter booking ID:

Interpreter level of accreditation:



Briefing

<p>Acknowledge and Introduce</p> <ul style="list-style-type: none"> <input type="checkbox"/> Interpreter's full name <input type="checkbox"/> Check that language, dialect, ethnicity and geographical location matches that of the client (e.g. Dari can be spoken in Afghanistan and Iraq) <input type="checkbox"/> Any other languages spoken (accredited and non-accredited) <input type="checkbox"/> All clinicians' names and roles <input type="checkbox"/> Interpreter's previous experience working in healthcare and with the specific types of professionals in the room
<p>Duration</p> <ul style="list-style-type: none"> <input type="checkbox"/> Length of the session +/- possibility of extended session or subsequent session
<p>Explanation</p> <ul style="list-style-type: none"> <input type="checkbox"/> Situation: Type of session (e.g. case history, assessment, therapy, combination) <input type="checkbox"/> Background: Health, communication and social background (including migrant vs. refugee vs. asylum seeker background) <input type="checkbox"/> Assessment: Tasks, resources, purpose, interpreter's role in each activity <input type="checkbox"/> Recommendations: <ul style="list-style-type: none"> <input type="checkbox"/> Expectations for interactions <input type="checkbox"/> Confidentiality and professionalism <input type="checkbox"/> Interpreting style (consecutive vs. simultaneous vs. whispered) <input type="checkbox"/> Signal/procedure for pausing/resuming interpreting and resolving miscommunications <input type="checkbox"/> Seating/standing arrangements <input type="checkbox"/> Specific terminology for the session
<p>Thank You</p> <ul style="list-style-type: none"> <input type="checkbox"/> Consent for audio/video/photo recordings <input type="checkbox"/> Questions <input type="checkbox"/> Conflicts of interest <input type="checkbox"/> Other potential ethical issues <input type="checkbox"/> Opportunity for interpreter to decline assignment

Adapted from Studer Group (2019) AIDET® Patient Communication and Institute for Healthcare Improvement (2016) SBAR: Situation-background-assessment-recommendation.



Debriefing

- Content of session
- Interpreting issues and clarification
- Ethical issues
- Traumatic/emotional content (and appropriate follow up)
- Further learning opportunities

Documentation

At a minimum:

- Interpreter's full name
- Specific language/dialect
- Consents obtained via interpreter
- Consents for audio/video/photo recordings of the interpreter (if applicable)
- If interpreter not available, full name of person interpreting
- Family members who have declined an interpreter despite clinician request

If available:

- Booking ID
- Level of accreditation

If applicable:

- Conflicts of interest
- Conflicting information
- Factors impacting validity of assessment
- Ethical and professional issues

Scan to client's records:

- This checklist
- Photocopy of interpreter timesheet (clinician to sign)
- Any sight translated English documents



Reporting issues

Issues directly attributable to an interpreter/translator request, booking or session:

- Speak directly with the interpreter to discuss the issue and reach a resolution
- Flag the issue with your line manager and clinical team
- If the issue is unresolved, email CHQ-InterpreterServices@health.qld.gov.au
 - Full name of interpreter
 - Specific language/dialect
 - Booking ID
 - Session date, time
 - Specific issue (refer to relevant [AUSIT](#) or [ASLIA](#) Code of Ethics)

All issues, risks, potential harms and actual harms related to interpreting, translation, language, culture or communication difficulties as a result of these:

- Flag the issue with your line manager and clinical team
- Report via Riskman

© 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

