Outcome Measurements
Contract Attachment

Interpreter Guidelines
The interpreter should start the interaction by explaining his or her role.
The interaction is strictly confidential.
Everything that is said by the client will be interpreted.
If the interpreter does not start the interaction, the staff person should do it and the interpreter to explain it to the patient.
Start by introducing self and that they are the interpreter.
If there is a complex situation, the staff person should clarify expectations with the interpreter without the client present prior to the interpretation taking place.

Staff Considerations - Interpreter Etiquette
Address the client, not the interpreter, and maintain primary eye contact with the client.
Don't talk about the client in his or her presence. Clients sometimes understand more than they can speak.
Everything you say while the client is present will be interpreted.
Treat the client like an English speaker.

The Dialogue
Keep a comfortable pace that will allow time for interpretation.
Keep your sentences short. If necessary, ask client to communicate in short, simple sentences.
Avoid medical jargon and idiomatic expressions to make encounter less complicated.
Listen without interrupting.

Ensure Understanding
Confirm understanding and agreement with the client to ensure compliance. For critical information, ask the client to repeat instructions through the interpreter.
If you perceive the interpreter is abbreviating too much or not saying everything:

> Ask, "What else did she say?"
> Say, "Please interpret everything that the client is saying."

Encourage the interpreter to clarify terms with you.
The interpreter may take notes or consult a dictionary. This is an acceptable practice consistent with quality interpreting.
Encourage the client to ask questions.

Cultural Interpretation
The interpreter may perceive cultural and emotional subtleties and may also be able to help with cultural interpretation.
If you sense that the client may not be understanding what has been said, seek advice in private with the interpreter.

Do NOT:
Ask client to bring their own interpreter.
Ask another client to help you interpret.
Use children, family members or untrained staff unless it is an emergency.
Allow the interpreter to assume an advocacy role.

Interpreter Expectations

Accuracy

The interpreter should:

Not omit, modify or add. Interpret what is said.
Interpret in the same tone.
Correct their own mistakes.
Interpret in the first person.

Confidentiality, Impartiality and Respect

The interpreter:

Maintains confidentiality.
Does not add his or her own opinion, advice or judgment.
Does disclose any conflict of interest.
Show respect in culturally appropriate ways.

Cultural Awareness and Professional Boundaries

The interpreter:

Alerts all parties to a possible cultural misunderstanding.
Does not get personally involved with the client.
Does not go beyond the role of interpreting.
Does not give the client advice or admonish the client.
Does not advocate for the client.
Does not have side conversations with the client.

Work Rules

The interpreter should:

Always arrive on time wearing a county identification badge.
Be fully fluent in both English and the language they are interpreting.
Should never give a client rides, money or accept gifts from the client.
Should only be with the patient when a county staff member is present.
Should verify their time with the county staff person who will sign their time sheet at the end of the interaction with the client. Time sheets will be reconciled with interpreter's invoice.
Should hand in their time sheets in a timely manner and ask questions of the supervisor for any clarification needed.
Receive training on confidentiality and the HIPAA Law and sign a statement acknowledging receipt and understanding of the information.

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Provider Initials Date