SPEAKING THE CLIENT'S LANGU

The Role of Medical Interpreters in Palliative Care

Ottawa Language Access (OLA)

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AGENDA

1. Introductions
2. Becoming Centred
3. The Role of the Interpreter
4. Case Studies
5. Communication is Key
6. Cultural Considerations
7. Conclusion

Your Facilitators Today

Yousif Ahmed

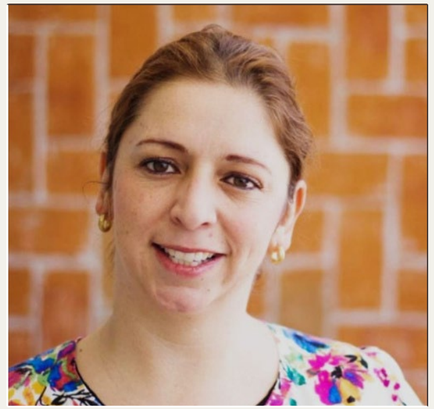
Medical Doctor and Interpreter

Ana Curieses

Medical Doctor and Interpreter

Perla Kiondo

Administrator



Christine Klerian

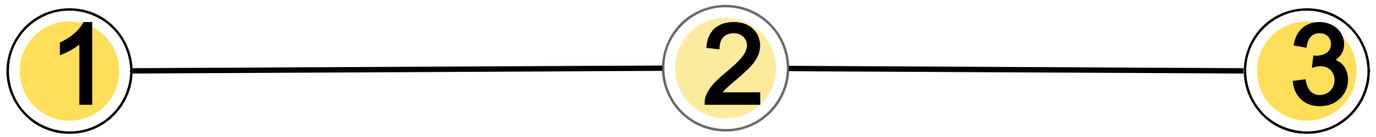
Educator and Translator

MINDFUL MOMENT

THE ROLE OF THE INTERPRETER

To deliver, as faithfully as possible, messages transmitted between parties who do not share a common language.

THE RULE OF 3



Client + family members (Language A)

Healthcare providers, staff, volunteers (Language B)

Interpreter (Languages A and B)

THE INTERPRETER

Introduces themselves to both client and provider.

Destroys any notes taken during the session.

Asks for clarification as needed.

Remains impartial.

Keeps everything confidential unless required by law.

Should not be left alone with the client.

Does not give advice or cultural/medical explanations to either party.

Is not familiar with the client's case and thus can benefit from a short briefing.

Is not booked directly by the provider -- please contact their agency.

CASE STUDIES

CASE 1: MAGDA AND THE PERSISTENT FAMILY

Magda has just finished interpreting for a Czech-speaking client during a MAID assessment. The client's family member approaches her as she exits the client's room. They want to know what the outcome was. They are quite persistent because they only speak Czech, and will not understand the doctor's explanations.

WHAT SHOULD MAGDA DO IN THIS SITUATION?
WILL THE DOCTOR HAVE AN INTERPRETER TO SPEAK TO THE FAMILY?

CASE 2: MINA AND MRS. PARK

Mrs. Park's granson usually interprets for her at medical appointments. Today, Care Coordinator Joanne brings along Mina, a professional interpreter.
Mina introduces herself and Joanne asks any family members present to remain silent. Joanne has booked extra time for this appointment.

Mina interprets everything that Mrs. Park says, and Joanne now has a better understanding of her condition. Her grandson is relieved that this time he can focus on doing his homework instead of worrying about missing any details during grandma's appointment.

HOW IS USING A PROFESSIONAL INTERPRETER DIFFEREN
FROM HAVING A FAMILY MEMBER INTERPRET FOR A CLIEN

CASE 3: MORAD'S COMPLEX ASSIGNMENT

Interpreter Morad was booked for client Farah's follow-up visit in the oncology department. Soon, he realizes this is not a regular follow-up appointment. Farah learns today that her treatment is not working, and she is seen by the palliative care team and a social worker right after her appointment with the oncologist.

Morad continues to interpret to the best of his ability. However, he feels under-prepared and is worried that this appointment is taking longer than scheduled.

WHY DOES THE INTERPRETER NEED TO BE BRIEFED BEFORE AN APPOINTMENT?

Conclusion:
IF YOU AND THE CLIENT SPEAK DIFFERENT LANGUAGES. . .

REQUEST A PROFESSIONAL INTERP

WORKING WITH INTERPRETERS
TIP # 1: BE PREPARED

Client's preferred language and dialect/region

Schedule additional time

Book an interpreter even if the family speaks English

TIP #2: BE CULTURALLY SENSITIVE

Who has the right to know that the client is in terminal phase?

Can the client decline to receive all the details?

What is the preferred word for "death"?

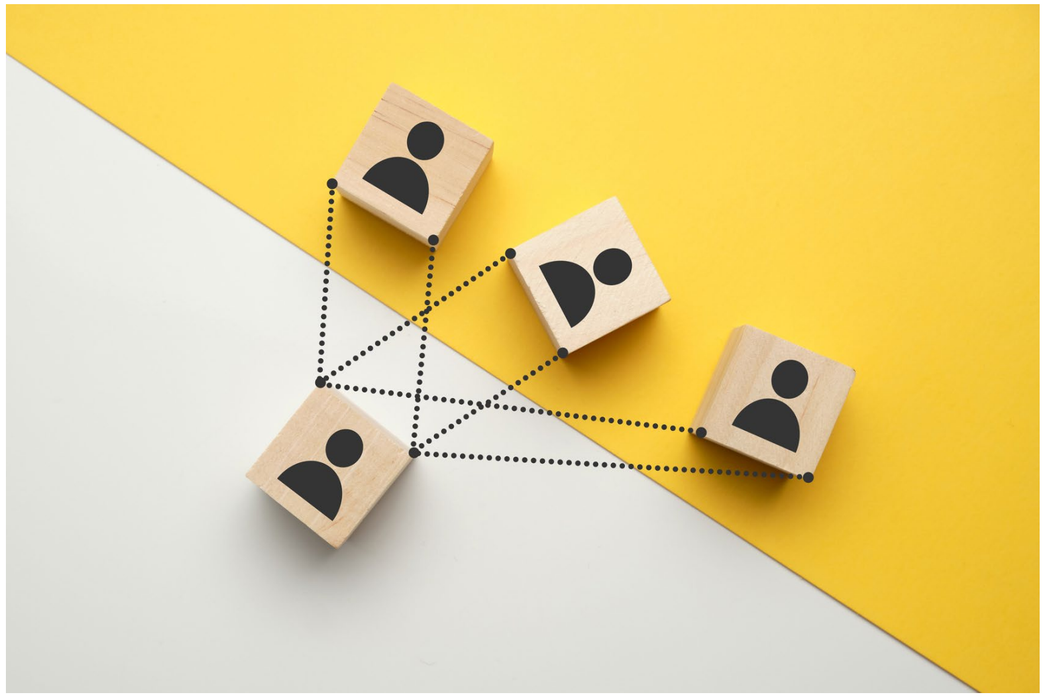
Who is missing at the table?

TIP #3: HELP THE INTERPRETER BE BETTER PREPARED

Brief them on purpose of the session, important decisions that will be made, key topics to be discussed

Share handouts, assessment tools, questionnaires, etc.

TIP #4: ALLOW THE INTERPRETE TO DO THEIR JOB



Interpreter Introduction

Boundaries

Everything will be interpreted

TIP #5: DO YOUR JOB :)

Lead the session

Speak directly to the client

Provide explanation
and answer questions

TIP #6: WATCH YOUR LANGUAGE

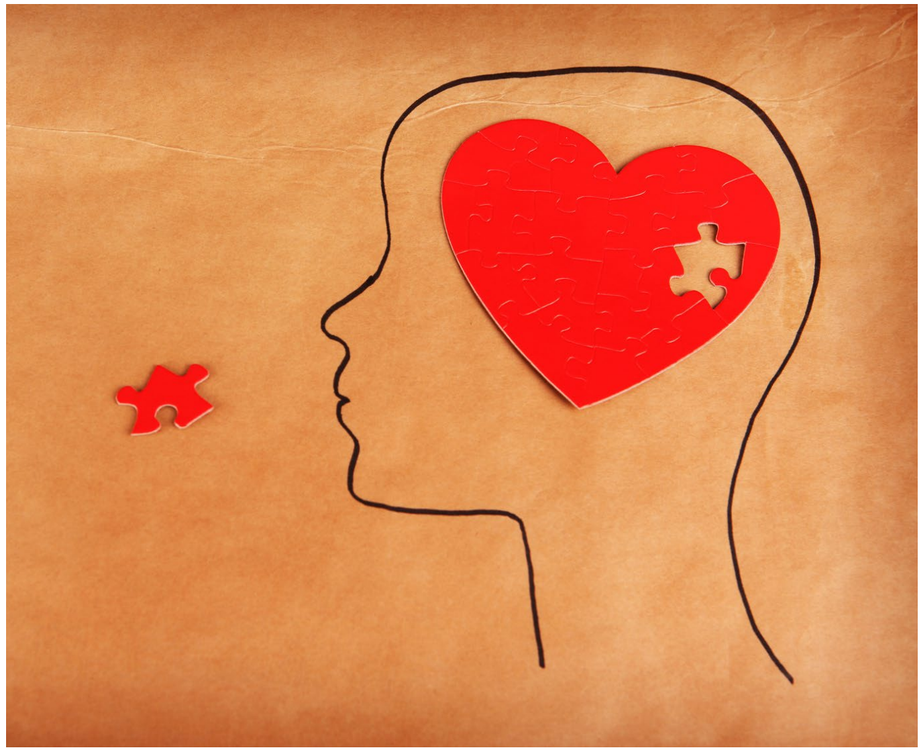
Avoid jargon
(including names of medication)

Use short sentences

Pause as needed

PS. Jokes do not translate well.

TIP #7: HOLD SPACE



Client may understand your words but not the full meaning

Allow for silence

Check in with the interpreter if you are not getting the expected response

TIP #8: WRAP UP WITH ALL PART

Ensure everyone is clear that the session is over

Debrief with the interpreter if needed

Plan for interpretation at follow up sessions

HOW CAN INTERPRETING SERVICE PROVIDERS HELP YOUR TEAM?

Pre-Scheduled Interpretation (face to face, video, phone)

On Demand Phone Interpretation

Document Translation (non-certified)

OTTAWA NEWCOMER HEALTH CENTRE

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NEED LANGUAGE SUPPORT?

Let's Chat!

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