

ICC Interpreter Training

Interprofessional Clinic Initiative (ICI)
Interprofessional Community Clinic (ICC)
Fall 2016



INTERPROFESSIONAL
COMMUNITY CLINIC



Mission Statement

The Interprofessional Community Clinic, in partnership with the community, provides accessible, quality healthcare for the underserved in a respectful environment in which students, health professionals, patients, and community members learn from one another by working together interprofessionally.

Meet ICC and ICI

ICC: Interprofessional Community Clinic

- Located at the RFUHS clinic, overseen by RFU Health System
- Operates every Thursday evening, 4:00 - 7:00 pm
 - Expect to stay beyond scheduled appointments

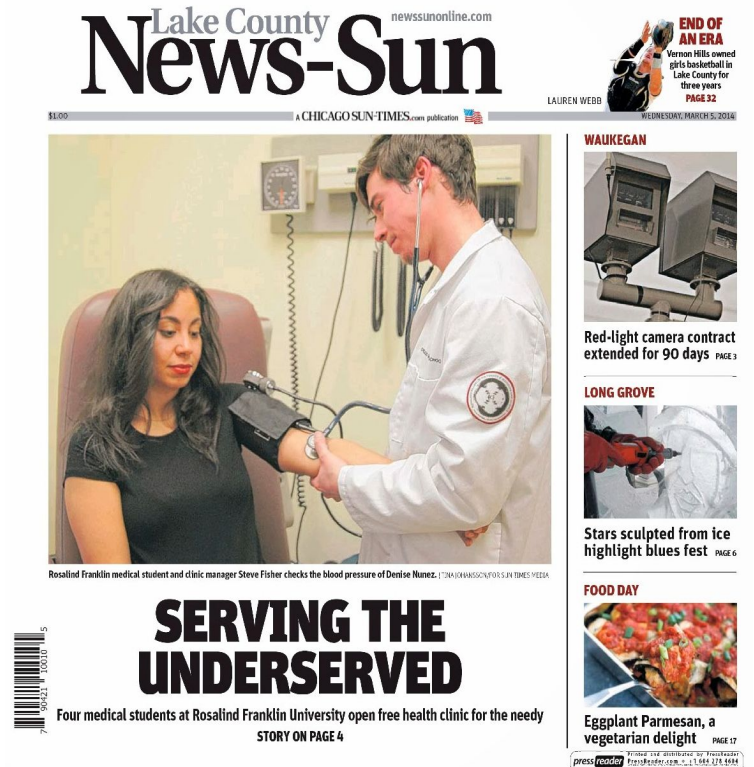
ICI: Interprofessional Clinic Initiative

- The interprofessional student organization responsible for logistics and support of the clinic
- 13-person Executive Officer Board, 60-person Panel

Patient Demographics

In its first two and a half years, ICC volunteers have helped provide care for **over 400 patients**. Most are:

- Middle-aged (46 years old)
- **Latino (45%)**
- Women (61%)
- **Spanish Speaking Preference (53%)**
- Within 10-mile radius (70%)



Reminder ☺

Interpretation is the transmission of an oral message.

Translation is the transmission of a written message.

(*Sight translation* is the verbal interpretation of a written message).

The Role of the Interpreter

- Primary purpose is to facilitate communication between the patient and the provider.
- The message should be transmitted accurately, with **nothing added or omitted**.
- Cultural mediation
 - Be aware that there is not only a language barrier, but also a cultural barrier and try to bridge that gap as best as possible.

How To's

- We normally use *consecutive interpretation*
 - A mode in which the interpreter waits for the speakers to complete a message in the source language before transmitting it in the target language.
 - Speak in the **first** person (“I”), not the 3rd person (he, she, they).
 - Exception: when you are clarifying something.

How To's

- Introductions
 - Remind the IP team to speak directly at the patient before you get the patient.
 - Then, remind the patient to speak directly to the team members.
 - Ask everyone to please speak in short sentences and pause often to give you time to interpret the message.
 - You could also let them know that you will be raising your hand if you need them to pause.
 - Remind everyone to not have side conversation during the encounter.

How To's

- Seating Arrangement
 - Communication between the team and the patient is best assured if the interpreter sits next to and a little behind the client.



How To's

- During the encounter
 - It is helpful to look down while transmitting a message because it forces both the patient and the team members to speak directly at each other and have eye contact with each other.
 - Raise your hand and start interpreting if the message is getting too long. This will remind everyone that you need time.
 - Don't be shy about this, it really ensures that the **entire** message is being delivered to the other person.
- Remember to always interpret for everyone in the room.
 - Remind people to avoid side conversations while in the room.

What **NOT** to do

- Do **NOT** paraphrase what is being said
- Do **NOT** speak in third person and say, “She wants me to tell you that...”
- Do **NOT** be afraid to slow people down
- Do **NOT** stay in the room with a patient while the IP team is not there
- Do **NOT** assume that everything has been understood or will get cleared up later
 - If you think someone is unclear about what was asked or what was answered, please take the time to clarify
- Do **NOT** forget to interpret for everyone in the room
 - Sometimes there is a Spanish speaking attending in the room

What Questions Do You Have?



Interpreting at ICC

- Dress professionally- no white coats
- Check in with Clinic Managers upon arrival and departure
- Wear a nametag
- Take assignments only from Clinic Managers
- Always stay with the same patient until the end of the encounter - this includes walking with them to the front desk and making their follow-up appointment with them
 - “NEEDS INTERPRETER” as appointment note
- Please let me know if you need to cancel a shift no later than Tuesday morning
- Please let us know if you have any questions, comments, or concerns at any point
- Outside Volunteers: Keep track of your hours for future reference letter!

Become an interpreter

- ~~Attend the mandatory Training Session for Interpreters~~
- Complete the following:
 - HIPPA & BBP modules on D2L
 - Upload proof of flu shot, and negative TB PPD or QuantiFeron gold to CastleBranch
- Schedule and pass a language proficiency exam
- Schedule mandatory shadowing shift at ICC & email a reflection
- Fill out the sign-up form
 - Shifts are Thursday evening between 4:00pm and 9:00 pm

Requirements to Volunteer

- **All Volunteers**
 - Annual influenza vaccine (need by October 1)
 - Negative Tb PPD test, QuantiFERON Gold Test, or chest X-ray within the last year (also a requirement for CastleBranch)
 - Read the entirety of the volunteer Scheduling, Student Contact, and Attendance Policy that is sent out with the sign-up form
- **New Volunteers:** have never been to clinic
 - On D2L, click “Self Registration” on the top right corner of the home page and enroll/complete the following:
 - **REQ801 (search your courses first, you are likely already enrolled)-** 100% on the following quizzes:
 - HIPAA
 - OSHA Blood Borne Pathogens
- **Outside Volunteers:** request d2L access by setting up an appointment with Human Resources ASAP

What Questions Do You Have?

