



**Feidhmeannas Seirbhíse Sláinte
Health Service Executive**

Community Healthcare East (Area 6)

Accessing Interpretation Services for residents of Direct Provision Centres/Emergency Accommodation – Community Healthcare East.

With increasing numbers of people with diverse cultures and ethnic backgrounds, living and working in Ireland, many of our health service users have limited proficiency in English. Principles of equity, accessibility and person centeredness are at the core of the development of a standardised system for providing interpretation services where needed.

Purpose

The policy of interpretation is to ensure effective communication with clients of non-English speaking backgrounds.

Definitions

Interpreting is used as a means of communication for understanding and analysing, spoken or signed messages and re-expressing messages accurately and objectively in another language taking the cultural and social context into account.

Scope

This policy applies to all GP Services who have communication difficulties with a client who is speaking in another language and is a resident of a Direct Provision Centre/Emergency Accommodation and or any individuals from the Irish Refugee Protection Programme, Community Sponsorship families requiring translation and interpretation supports to fully understand their care and be fully understood when presenting with medical concerns.

Roles & Responsibilities

GP Services within the confines of their own profession who can communicate effectively in another language may directly converse with their own clients of non-English speaking backgrounds. This must be documented in the client case notes and signed/dated by GP.

Bilingual/multilingual staff are only called upon to interpret as an initial point of contact for simple enquiries, they should not interpret complex, sensitive or technical interactions.

An interpreter is used when a client does not possess sufficient communication skills for complicated, clinical, technical or sensitive information. Interpretation can be conducted in person or over the phone.

Steps for booking an interpreter – The HSE is not responsible for booking the Interpreter

Positively identify the client who requires the interpreter service by their name, and identify their language and country of origin.

When possible inform the client that you will be engaging an interpreter.

Complete the HSE Interpreting Service Approval Form, attached, and **submitted in advance** of interpretation service to Shauna.quilty@hse.ie

The GP Service contacts the contracted interpreting company 24 to 48 hours in advance if possible

Inform the Company of the need for phone translation services.

This must be documented in the client case notes when completed.

When booking the interpreter state the following:

- client's language, gender and country of origin
- type of interpretation required e.g. over the phone
- date and time interpreter is required
- obtain the name of the interpreter and their ID number
- agree the contact details for the interpreter e.g. phone number
- confirm your contact details, name, title, telephone number
- obtain and note the name of person at interpreting Company with whom you made the booking
- advise the Company to submit the invoice to Shauna.quilty@hse.ie

Steps on conducting an interpretation session

When the interpreter makes contact with the GP Practice, check his/her identification and record the interpreter's name and ID number in the clients notes

Brief the interpreter as to what is required.

Introduce the interpreter to the client.

Steps for payment of invoice by HSE

When the interpreter has completed the session, he/she will issue a form for signature by the GP. The interpreter should email the form for signature following interpreting by phone to the GP Service.

The GP Service photocopies the signed form and places the photocopy in the client's notes and emails a copy of the signed form to: shauna.quilty@hse.ie for payment by the HSE.

This form will be matched to the HSE Interpreting Service Approval Form previously submitted for this booking.