

Welcome to the Primary Health Interpreting Services Newsletter

Primary Health Interpreting Services are funded by the Northern DHB Support Agency (NDSA) and are part of the Auckland Regional Settlement Strategy Migrant Health Action Plan to improve access to primary health services for non-English speaking communities.



Good News: we've extended our interpreting services

To support more accessible and affordable health care after hours in Auckland:

Accident and Medical Clinics **can access interpreters everyday from 8.00am to 10.00pm**

To support palliative care services:

- Community nursing/social work staff and specialist staff providing care in hospice or outside of hospice services (i.e. home visiting) **Mon to Fri 8am to 7.00pm (not including public holidays)**
- As well as to non-hospice primary care clinical staff belonging to PHOs, visiting palliative care patients in private aged residential care facilities or private hospital **Mon to Fri 8am to 7pm (not including public holidays)**

CALD Training for Health Practitioners

To provide culturally safe and appropriate care to culturally and linguistically diverse (CALD) patients we recommend CALD training courses:

CALD 1: Culture and Cultural Competency

CALD 4: Working with interpreters (*includes videos showing you how to work with interpreters over the phone and face to face in individual and group settings*)

- Courses are **CME/CNE/MOPS** accredited
- Flexible learning options (face-to-face and e-learning) available
- Go to www.caldresources.org.nz

Why the need to use trained interpreters

Interpreting services are important to health care as they allow complete communication between a patient and the healthcare provider. Failing to use a competent interpreter runs a high risk of inadequate communication that could result in misdiagnosis and inappropriate treatment.

There can be high levels of risk associated with using untrained interpreters and family members in sensitive situations or where there is any possibility of misinterpretation.

Reasons include:

Providing free interpreting services for Primary Health Providers in the Auckland Region

- Untrained interpreters generally have little or no understanding of medical concepts or terminology and little understanding of the importance of accuracy and completeness of the messages conveyed. As a result new information is often added, critical information omitted which leads to drastic changes in the nature of the original messages.
- Cultural practices and emotional bonds are often barriers to the correct message being conveyed where family members are used. As well as not being bound to privacy, family members will often take it upon themselves to “protect” a loved one by omitting or altering information.

How to Access the Service...

When: When patients are not able to communicate in English or have a hearing impairment and require an interpreter when making an appointment with their GP or primary care provider.

Who: Only GPs or primary care providers can book interpreters directly (not the patients) with the interpreter services.

How: (a) For immediate / same day appointments, face to face and telephone interpreters can be booked over the phone.

(b) For advanced appointments, face to face and telephone interpreters can be booked by fax or via the interpreter service online booking system.



Tip for your Toolbox

When giving bad news or providing sensitive information to clients over the phone, you may wish to ask for an out-of-town interpreter to protect the patients privacy and anonymity (this is only applicable to telephone interpreting). In small communities it is often the case that the interpreter knows the client.

Free primary health interpreting services are available to:

- General Practices (Including GP consults rest homes)
- All PHO services
 - Retinal Screening services
 - Psychological services
 - Podiatrist services
 - Physiotherapists
 - Breast screening
- Community based retinal screening services
- Pharmacy Services
- Community Laboratory Services
- Community Radiology Services
- School and Pre-school School Dental Services
- Education Services
- Plunket Nurses
- Accident & Medical Clinics
- Independent Midwives
- Parent and Family resource centre (for parents and families of children and young people with disabilities)
- Hospices
- Home based support services
- Birthcare
- Arthritis NZ (Auckland region only)
- NZ Family Planning (Auckland region only)
- Cancer Society (Auckland region only)
- Fertility Associates (Auckland region only)
- Positive Women Incorporated
- Hepatitis Foundation of New Zealand (Auckland region only)

Improved access to interpreters in primary care will ultimately lead to a reduction in more serious and complex presentations to both primary and secondary services, - and greater satisfaction for all.

For more information about the service criteria and how to register with the provider in your area contact:

- **Waitemata Auckland Translation and Interpreting Services**
Call centre: 0800 887 765 Fax: (09) 486 8307 Email: watis@waitematadhb.govt.nz Website: <http://www.watis.org.nz>
- **Counties Manukau District Health Board Interpreting and Translation Service**
Call centre: 0800 744 735 Fax: (09) 276 0198 Email: phip@cmdhb.org.nz
- **Auckland District Health Board Interpreting Service**
Call centre: (09) 630 9943 Fax: (09) 623 4695 Email: phip@adhb.govt.nz Website: <https://interpreters.adhb.govt.nz>