

## 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.

## Better Communication with Refugee Clients and Families

- The Refugee Health Collaborative, which involved nine General Practices in the ADHB region, aimed to improve the health outcomes of the refugee population through supporting primary care practices to deliver high quality health services to refugees.
- The collaborative which ran from October 2010 to March 2012, is a quality improvement project in practices which are hubs for refugee communities including Central Auckland, Glen Innes, Panmure, Otahuhu, Avondale and Mt Roskill.
- An independent evaluation of the collaborative conducted in 2012 found that communication and understanding between refugee patients and health practitioners was improved with the use of Primary Health Interpreting Services.
- The use of interpreting services by practices increased by 397%.
- The number of consultations with refugees in their own languages increased.
- 100% of staff surveyed indicated that they were proficient in working with trained interpreters following training compared with 64% prior to the collaborative.
- Patients identified as refugees were asked for their preferred language and whether they required an interpreter. This information was recorded in the clinic's patient management system. When refugees phoned for appointments, an 'alert' on Medtech was activated directing the receptionist to book an interpreter.



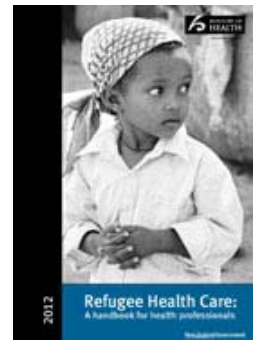
### Refugee Health Care: A handbook for health professionals just released by the Ministry of Health (2012)

The handbook is free. An electronic version of the handbook can be downloaded from [www.health.govt.nz](http://www.health.govt.nz) – search for the *Refugee Health Care: A Handbook for Health Professionals 2012*.

Hard copies can be ordered online from the Ministry of Health website [www.health.govt.nz](http://www.health.govt.nz) or by calling (04) 496 2277 and quoting HP 5410.

**The Refugee Health Care Handbook** was developed for health workers who care for people from refugee backgrounds including quota refugees, asylum seekers and family reunion members.

The book provides insights into the cultural and ethnic backgrounds of the main refugee groups in New Zealand but also provides guidance to health professionals on conducting culturally sensitive consultations and the effective use of interpreters.



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

- Interpreters were used in consultations and for 'add-on services' such as phone interpreting to remind people to take their medication and to check up on how the patient was going. It was also used as a reminder service aimed at reducing the number of DNAs by calling refugee patients to remind them of appointments.

## 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.

## How do I register and enrol for free CALD Cultural Competency Training courses?

1. Check your eligibility with your manager or email [cald@waitematadhb.govt.nz](mailto:cald@waitematadhb.govt.nz).
2. Visit the CALD website [www.caldresources.org.nz](http://www.caldresources.org.nz).
3. Click LOGIN to register and then enrol. If you have registered already and wish to enrol go to the CALD website [www.caldresources.org.nz](http://www.caldresources.org.nz).
4. Click LOGIN, enter your email address and password.
5. Go to Course Enrolment and select the ONLINE course (NB: CALD 1 is pre-requisite to all CALD courses).

## How do I enrol for the free CALD face-to-face courses?

For **WDHB** employees, primary care and NGO employees – same process as above.

For **CMDHB** employees – enrol through Learning & Development One Staff.

For **CMDHB** primary care and NGO employees – same process as above.

For **ADHB** employees – enrol through Learning & Development Kiosk or [learndev@adhb.govt.nz](mailto:learndev@adhb.govt.nz).

For **ADHB** primary care and NGO employees – same process.

For **NDSA** employees – same process as above.

## Free primary health interpreting services are available to:

- General Practices (Including GP consults to 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
- Pre-school and School Oral Health Services
- Plunket Nurses
- Accident & Medical Clinics
- Independent Midwives
- Parent and Family Resource Centre
- Hospices
- Home-based Support Services
- Birthcare
- Arthritis NZ (Auckland region only)
- Family Planning (Auckland region only)
- Cancer Society (Auckland region only)
- Fertility Associates (Auckland region only)
- Positive Women Incorporated
- Hepatitis Foundation of NZ (Auckland only)
- Life Unlimited Hearing Services
- Taikura Trust
- Asthma Auckland
- The Parkinsonism Society of NZ Inc
- IRIS
- Vision West
- NZ Hearing Ltd
- Auckland Eye (Retinal Screening services only) ADHB only
- University of Auckland Optometry Clinic
- University of Auckland Hearing and Tinnitus Clinics
- Epilepsy New Zealand (Auckland region only)

## Tip for your Toolbox

The Auckland Refugee Health Network Website also contains lots of information, templates, ideas and tips for improvement activity.

<https://sites.google.com/site/refugeecollaborative/>



**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](mailto: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](mailto:phip@cmdhb.org.nz)

- **Auckland District Health Board Interpreting Service**

Call centre: (09) 630 9943 Fax: (09) 623 4695 Email: [phip@adhb.govt.nz](mailto:phip@adhb.govt.nz) Website: <https://interpreters.adhb.govt.nz>