



Clinical Practice Procedures: Other/Translating and interpreting service

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Date	October, 2016
Purpose	To ensure a consistent procedural approach to the translating and interpreting service.
Scope	Applies to Queensland Ambulance Service (QAS) clinical staff.
Health care setting	Pre-hospital assessment and treatment.
Population	Applies to all ages unless stated otherwise.
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Translating and interpreting service

October, 2016

When a patient does not speak English well, or at all, it has the potential to significantly affect the informed consent process, the type of care received and overall health outcomes. In this instance, an accredited bilingual interpreter, who conveys an accurate message from one language to another, may be needed.

The Translating and Interpreter Service (TIS National) provides a 24/7 confidential interpreter service to assist agencies in communicating impartially and effectively with people from culturally and linguistically diverse (CALD) backgrounds. This forms part of the QAS commitment to provide timely and quality ambulance services which meet the needs of every Queenslanders.



Indications

- To aid in the clinical assessment and/or treatment of patients from CALD backgrounds.
- When the patient has requested an interpreter.

Contraindications

- Nil in this setting.

Complications

- Unavailability of, or delays in finding an interpreter.

Procedure – Translating and interpreting service

1. Using the Language Identification Tool, confirm which language the patient prefers – do not make assumptions.
2. Contact TIS National using the **Ambulance Priority Line** [REDACTED]. The following narrative is suggested:

*‘Can I please confirm I have contacted TIS National?
I am a Paramedic with the Queensland Ambulance Service.
Our TIS client code is [REDACTED]. I am currently treating a patient
who speaks [XX], can you please arrange for an interpreter?’*
3. Treat patient in accordance with the appropriate Clinical Practice Guidelines.
4. Advise the receiving hospital of the patient’s linguistic needs prior to arrival.

Additional information

- It is Queensland Government Policy to use professional interpreters in situations where clients have difficulties communicating in English. Untrained interpreters should only be used when professional interpreters are not available or in an urgent situation.

Additional information *(cont.)*

When using TIS National:

- Always talk to the patient, not the interpreter
(e.g. ‘how are you feeling?’ not ‘how is the patient feeling?’)
- If the patient does not understand, it is your responsibility to relay the message in another way – it is not the role of the interpreter to do this.
- Use plain English and avoid medical terminology.
- Pause after 2–3 sentences to allow the interpreter time to translate.
- Ask one question at a time.
- Use specific rather than general terms (e.g. daily not frequently).
- Use active, not passive words (e.g. ‘I will take your blood pressure’ not ‘your blood pressure will now be taken’).
- Avoid slang as it can not always be translated.
- Do not make comments that you would not want the patient to hear. They may understand more than you think.

The Interpreter symbol (*pictured right*) is a national public information symbol endorsed by the Australian, State and Territory Governments. The symbol is used by government services, including the QAS, to indicate that language assistance is available.



- All QAS patient transport vehicles should be fitted with the TIS logo.

Language identification Tool

Please point to your language. We will arrange an interpreter at no charge.

Adapted from the Language Identification Card from https://www.health.qld.gov.au/multicultural/interpreters/QHIS_FAQ.asp



Afrikaans Wys asseblief jou taal aan ons uit. Ons sal 'n tolk vir jou reël, teen geen ekstra koste nie.	<i>Afrikaans</i>	Čeština Ukažte prosím vaši řeč na seznamu. Zdarma vám zařídíme tlumočnicka.	<i>Czech</i>	Gaeilge Pointeáil chuig do theanga le do thoil. Eagróimid ateangaire duit saor in aisce.	<i>Gaelic</i>
Shqip Ju lutemi bëni me shenj tek gjuha juaj. Ne do të organizojmë një përkthyes falas për ju.	<i>Albanian</i>	Dansk Vær venlig at pege på dit sprog. Vi vil sørge for en gratis tolk.	<i>Danish</i>	Deutsch Bitte zeigen Sie auf Ihre Sprache. Wir werden kostenlos einen Dolmetscher organisieren.	<i>German</i>
አማርኛ ቻንቻ እባክዎን ወደ ቻንቻዎ ያመልክቱልን። አስተርጓሚ በነፃ ይገኛልዎታል።	<i>Amharic</i>	دری لطفاً نشان دهید لسان شما کدام است. ما برای شما یک ترجمان بطور رایگان تهیه میکنیم	<i>Dari</i>	Ελληνικά Υποδείξτε τη γλώσσα που μιλάτε. Θα κανονίσουμε για διερμηνέα χωρίς χρέωση.	<i>Greek</i>
العربية الرجاء أن تشير إلى لغتك التي تتحدثها. وسوف نرتب لك حضور مترجم فوري مجانيًا.	<i>Arabic</i>	Thon muonyjään Nyoth thuonydu.ok abī ran war yi thok guir tēnē yin ke cīn guruc (wēu) tāu piny.	<i>Dinka</i>	हिन्दी कृपया अपनी भाषा इंगित करें। हम एक दुभाषिण का बंदोबस्त करेंगे और आपको इसका कोई शुल्क भी नहीं देना पड़ेगा।	<i>Hindi</i>
ՀԱՅԵՐԵՆ Ղառնեցէք սխտանանշեցէ ձեր խօսած լեզուն, եւ ձեզ անվճար քարզման սը կ'ապահովենք:	<i>Armenian</i>	Nederlands Kunt u aanwijzen welke taal u spreekt? Wij regelen kosteloos een tolk voor u.	<i>Dutch</i>	Hmoob Thov taw tes rau koj yam lus. Peb mam li nrhiav neeg pes lus rau koj, tsis raug nqi dab tsi li.	<i>Hmong</i>
বাংলা অনুগ্রহ করে আপনার ভাষা উলেখ করুন। আমরা বিনামূল্যে একজন দোভাষীর ব্যবস্থা করব।	<i>Bangla (Bengali)</i>	Eesti Keel Palun osutage keelele millist valdate. Meie korraldame teile eestikeele tõlgi, tasuta.	<i>Estonian</i>	Magyar Kérjük mutasson rá, milyen nyelven beszél. Gondoskodunk díjmentes tolmácsolásról.	<i>Hungarian</i>
Bosanski Molim vas pokažite mi svoj jezik. Organizovaćemo vam besplatno tumača.	<i>Bosnian</i>	فارسی لطفاً زبانی را که به آن صحبت میکنید با انگشت نشان دهید. ما بطور رایگان ترتیب حضور مترجم می‌دهیم	<i>Farsi (Persian)</i>	Bahasa Indonesia Silahkan menunjuk ke bahasa Anda. Kami akan memanggil seorang penerjemah bagi Anda secara cuma-cuma.	<i>Indonesian</i>
Български Моля, посочете кой е Вашият език. Ние ще организираме безплатен преводач за Вас.	<i>Bulgarian</i>	Vaka Viti Dusia na nomu vosa ena nomui qaqalo. Ketou na vakarautaka edua na daunivakadewa ena sega ni saumi.	<i>Fijian</i>	Italiano Indica la tua lingua. Ti forniremo un interprete gratuitamente.	<i>Italian</i>
မြန်မာ သင်ပြောသည့်စကားကို လက်ညှိုးထိုးပြီး ညွှန်ပြပါ။ အခကြေးငွေ မယူဘဲ စကားပြန် တစ်ယောက် ခေါ်ပေးပါမည်။	<i>Burmese</i>	Filipino Paki-turo mo kung alin ang iyong wika. Mag-aayos kami ng walang bayad na tagapagsalin sa wika.	<i>Filipino</i>	日本語 スタッフにあなたの母国語を知らせてください。通訳を無料で手配いたします。	<i>Japanese</i>
廣東話 請指出您的語言。我們將免費為您安排口譯員。	<i>Cantonese</i>	Suomi Osoita sormella puhumaasi kieltä. Järjestämme tulkin maksutta.	<i>Finnish</i>	ភាសាខ្មែរ សូមចង្អុលទៅភាសារបស់លោកអ្នក។ យើងខ្ញុំនឹងរៀបចំចាត់ចែងកម្មករច្រើននាក់ដើម្បីជួយលោកអ្នកដោយឥតគិតថ្លៃ។	<i>Khmer</i>
Hrvatski Molim vas pokažite mi svoj jezik. Organizovat ćemo vam besplatno tumača.	<i>Croatian</i>	Français Désignez-nous votre langue. Nous vous fournirons gratuitement un interprète.	<i>French</i>	한국어 여러분의 해당 언어를 손가락으로 지적해 주십시오. 무료로 통역사를 예약해 드리겠습니다.	<i>Korean</i>

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ພາສາລາວ ກະຣຸນາຊື່ໃສ່ພາສາຂອງທ່ານ. ເຮົາຈະຈັດທາງນາຍພາສາໃຫ້ໂດຍບໍ່ຄິດຄ່າ.	<i>Lao</i>	Português Favor indicar seu idioma. Nós arranjaremos um intérprete de graça.	<i>Portuguese</i>	Svenska Var god och peka på ditt språk. Vi kommer att kostnadsfritt arrangera en tolk.	<i>Swedish</i>
Latviski Lūdzu norādi uz savu valodu. Mēs Jums sagādāsim bez maksas tulku.	<i>Latvian</i>	Limba Romana Va rugam indicati limba pe care o vorbiti. Va vom angaja un interpret gratis.	<i>Romanian</i>	தமிழ் உங்கள் மொழியைக் குறிப்பிடவும். நாம் இலவசமாக உரையெய்தப்பாளரை ஒழுங்கு செய்வோம்.	<i>Tamil</i>
Lietuvių kalba Parodykite pirštu savo kalbą. Mes parūpinsime vertėją nemokamai.	<i>Lithuanian</i>	Romani chib Trubul te cêgosarel tumari chib. Ame akharasa tolmac/traduktor tumen (chi-lovengo)	<i>Romany</i>	Tetun Halo favór hatudu ho ita-nia leman-fuan lingua ne'ebé ita ko'alia. Ami atu arranja ema ne'ebé ko'alia lingua Tetun atu mai ajuda. Ne'e mak gratis.	<i>Tetum</i>
Македонски Покажете го вашиот јазик. Ќе организираме преведувач бесплатно.	<i>Macedonian</i>	Русский Покажите, на каком языке Вы говорите. Мы предоставим Вам переводчика бесплатно.	<i>Russian</i>	ไทย โปรดชี้ไปที่ภาษาของท่าน เราจะจัดหาล่ามให้ท่านโดยไม่มีคิมูลค่า	<i>Thai</i>
Bahasa Melayu/Malaysia Sila pilih bahasa anda. Kami akan menyediakan perkhidmatan penterjemah secara percuma.	<i>Malay</i>	Gagana Samoa Faamolemole faasino mai lau gagana. Ole a matou sailia se faamatalaupu mo oe e aunoa ma se totoi.	<i>Samoan</i>	Faka-Tonga Kataki 'o tuhu ki he Lea Faka-Tonga. Te mau lava 'o 'omai ha fakatonulea pea 'e 'ikai totongi.	<i>Tongan</i>
Malti Jekk jogħġbok ipponta l-lingwa tiegħek. Aħna ser inġibulek interpretu u int ma tħallas xejn.	<i>Maltese</i>	Српски Молим вас покажите ми свој језик. Организоваћемо вам бесплатно тумача.	<i>Serbian</i>	Türkçe Lutfen kendi dilinizi belirtiniz. Sizin için ücretsiz bir tercüman temin edeceğiz.	<i>Turkish</i>
中文 请指出您的语言。我们将免费为您安排口译员。	<i>Mandarin</i>	සිංහල කරුණාකර ඔබගේ භාෂාව පෙන්වන්න. අපි ඔබ සඳහා අය කිරීමකින් තොරව, භාෂා පරිවර්තකයෙකු ලබා දෙන්නෙමු	<i>Sinhalese</i>	Українська Будь-ласка, вкажіть вашу мову. Ми безкоштовно організуємо послуги перекладача.	<i>Ukrainian</i>
Kuki Airani Maori Tou mai i toou reo, ka tuku atu matou i tetai tangata uri reo noou, kare e tutaki.	<i>Maori</i>	Slovenčina Ukážte prosím Vašu řeč na zozname. Bezplatne sa Vám postaráme o tlmočníka.	<i>Slovak</i>	اردو مہربانی کر کے اپنی زبان کی طرف اشارہ کیجیے۔ ہم آپ کے لیے ترجمان کا مفت انتظام کریں گے۔	<i>Urdu</i>
Norsk Vennligst pek på språket du ønsker. Vi vil sørge for tolk uten ekstra omkostninger.	<i>Norwegian</i>	Slovensko Prosimo da pokažete kateri je vaš jezik. Organizirali bomo brezplačnega tolmača.	<i>Slovenian</i>	Tiếng Việt Hãy chỉ ngôn ngữ của quý vị. Chúng tôi sẽ sắp xếp một thông dịch viên miễn phí.	<i>Vietnamese</i>
Tok Pisin Plis soim tokples blong yu. Bai mipela i painim wanpela man o meri long halipim yu. Dispela em i fri sevis.	<i>PNG Pidgin</i>	Español Indique por favor su idioma. Le conseguiremos un intérprete sin coste.	<i>Spanish</i>	Cymraeg Pwyntiwh at eich iaith chi. Byddwn yn trefnu cyfieithydd yn rhad ac am ddim.	<i>Welsh</i>
Język polski Prosimy wybrać z listy język, którym władasz. Pozwoli nam to zamówić ci bezpłatnie tłumacza.	<i>Polish</i>	Kiswahili Tafadhali onyesha lugha yako kwa kidole. Tutakuandalia mkalimani wa kukusaidia bure (yaani bila malipo).	<i>Swahili</i>		