

Working with Interpreters

Clear and effective communication underpins every aspect of optimum clinical practice. Good 'clinician-person' communication is linked to client satisfaction, adherence to clinical instructions and better health outcomes. Ineffective communication between clients and the clinician can result in limited, delayed, inefficient and unsafe care.

Competency Standards Framework – Guide for Clinicians working with Interpreters in a healthcare setting 2019.

Key points

- All doctors and some allied health workers providing Medicare services can access free interpreters through the free Translating and Interpreting Service (TIS National)
- Free phone interpreting is available 24 hours a day, 7 days a week
- On-site (face-to-face) interpreting is available during business hours
- Always use professional accredited interpreters
- Respect client preference for specific gender and ethnicity
- Explain your role and the interpreter's - including confidentiality
- Speak directly to the client
- Use clear language, short sentences and clarify information if needed
- Plan ahead and consult with your practice, organisation or LHN procedures for booking and using interpreters

Medical practitioners and eligible Allied Health Professionals can register for free interpreters on the TIS National website

<https://www.tisnational.gov.au/>

[Free Interpreting Service extended to eligible allied health professionals in private practice | Translating and Interpreting Service \(TIS National\)](#)

For immediate telephone interpreters call the Doctors priority line – 1300 131 450



Government
of South Australia

Health

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Local Health Network

Important Links

**Competency Standards Framework Culturally responsive clinical practice:
Working with people from migrant and refugee backgrounds**

Teach Back Method: [SA Health Fact Sheet](#)

[SA Health Interpreting and Translating Policy](#)

For more information about best practice care for refugee background clients

Refugee Health Service
21 Market Street Adelaide
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E: health.adminmhs@sa.gov.au
www.sahealth.sa.gov.au



www.ausgoal.gov.au/creative-commons

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