

Interpreter Services

It is important for Doctor's to understand their patients and for patients' to understand the information the Doctor is providing. If a patient of the Practice does not speak the primary language of the Doctor(s) then the use of interpreter services will need to be considered.

RACGP Standards

- 1.2.3A** *Our GP(s) and staff who provide clinical care can describe how they communicate with patients who do not speak the primary language of our practice's GPs*
- 1.2.3B** *Our practice has a list of contact numbers for interpreter services.*

Assessment methods

- Interviews with practitioners and staff

Practice GP(s) and staff shall be able to describe the way in which they communicate with patients who do not speak the primary language of the Doctor(s).

- Document review of contact numbers for interpreter services.

Meeting the standards

Practices may never experience the need for these services, however they need to know that they exist and how to access them. The Practice shall have available a list of contact numbers for interpreter services.

It is acceptable to use a relative or friend as an interpreter, provided that it is the expressed wish of the patient and the problem is minor. The use of children as interpreters is not encouraged at any time except in emergency situations. When interpreter services are needed it is useful to consider whether relatives and friends will put their own interpretation into translations.

Where possible, Practices should use appropriately qualified interpreters.

Best practice:

- All staff are familiar with the process for using interpreter services.
- Clinical and/or administrative staff are familiar with languages commonly used by practice patients