
Purpose	<p>The practice provides services that are responsive to the cultural needs of diverse patient groups.</p> <p>Every consumer of health and disability services has the right to right to effective communication in a form, language and manner that enables the consumer to understand the information provided under the Code of Rights.</p>
Scope	<p>All practice staff.</p> <p>All interpreters engaged by the patient OR the practice who facilitate between parties who do not have a common language, have limited ability to communicate in or understand a common language.</p>
Policy	<p>The policy will ensure that all Practice staff have an understanding of the specific practice-wide activities to identify and address the needs of significant cultural groups within the practice.</p> <p>The practice has evidence of specific activities undertaken by the practice to address these needs, improvement plans and activities, population audits.</p>
Responsibilities	<p>The practice will ensure that information about the interpreting service is available for patients, (leaflets, website, noticeboard)</p> <p>The Practice Manager will ensure that all members of our Practice team have participated in Cultural Awareness and Competency training. Training ensures that all staff are provided with accurate and consistent information to deliver culturally safe responsive care.</p> <p>The practice makes provision for hearing, speech, and sight impaired people to communicate with and access the practice. The practice has documented contact details for service providers for hearing, sight or speech impaired people.</p> <p>The interpreter is available to enable the clinical staff to manage their role competently to ensure best practice.</p> <p>Staff may interpret for patients if they are able to speak the language proficiently.</p> <p>The patient must be asked if they are happy to have a staff member as the interpreter.</p> <p>If the patient wishes not to use a staff member then an outside agency interpreter must be accessed.</p> <p>All staff will ensure that an interpreter is provided:</p> <ul style="list-style-type: none">• When there is no appropriate practice staff available to interpret information to the patient / family or whanau.• When there is concern that the patient does not understand the clinical information.• When the patient is deaf and understands sign language.• When the patient and / or family requests an interpreter. <p>When an interpreter is utilised this must be documented the patient’s clinical record, and on any clinical forms as appropriate.</p> <p>This includes situations where family members or untrained interpreters act as</p>

interpreter.

If the patient refuses a professional interpreter for any reason this should also be documented.

All patients using the interpreting service must be advised of their ability to make a complaint if they feel that the quality of the service is inadequate.


**Interpreting
Services Available**

Free interpreting services for general practices provided by ADHB Interpreting and Translation Service

- Telephone and face to face interpreting services
- Monday to Friday 8:30am – 7:00pm excluding public holidays
- Access to 70+ dialects and languages
- Access to professionally trained interpreters
- Specialist interpreting regarding mental health issues
- Complete confidentiality for patients
- To access telephone interpreting call 0800 559 555
- For all enquiries and bookings contact (09) 623 6453
- Fax (09) 623 4695 Email: PHIP@adhb.govt.nz

Free interpreting services for general practices provided by CMDHB Interpreting and Translation Service

- Telephone and face to face interpreting services
- Monday to Friday 8:30am – 7:00pm excluding public holidays
- Access to 70+ dialects and languages
- Access to professionally trained interpreters
- Specialist interpreting regarding mental health issues
- Complete confidentiality for patients
- To access call centre staff Phone 0800 47 00 22 Fax (09) 276 0198 Email: its@cmdhb.org.nz

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