

		ALL	H. A	H. B	H. C	
		TOTAL	42	5	16	21
1) How, in general, would you rate the quality of the hospital interpreter's service?						
1.1. When you had your appointment, the hospital interpreter was present from the beginning of the consultation.	1 yes	97,5%	75,0%	100,0%	100,0%	
	2 no	2,5%	25,0%	0,0%	0,0%	
	<i>total</i>	40	4	15	21	
1.2. The hospital interpreter stayed until the end of the consultation.	1 yes	97,6%	100,0%	93,3%	100,0%	
	2 no	2,4%	0,0%	6,7%	0,0%	
	<i>total</i>	41	5	15	21	
1.3. The hospital interpreter explained how s/he was going to do his/her job.	1 yes	100,0%	100,0%	100,0%	100,0%	
	2 no	0,0%	0,0%	0,0%	0,0%	
	<i>total</i>	41	5	15	21	
2) Statements about the hospital interpreter						
2.1. With the hospital interpreter's help, you understood all medical information, e.g. what medication to take, and when and why to take it.	1 Strongly agree	78,0%	60,0%	53,3%	100,0%	
	2 Agree	22,0%	40,0%	46,7%	0,0%	
	3 Disagree	0,0%	0,0%	0,0%	0,0%	
	4 Strongly disagree	0,0%	0,0%	0,0%	0,0%	
	5 Can't say	0,0%	0,0%	0,0%	0,0%	
	<i>total</i>	41	5	15	21	
	<i>mean</i>	1,22	1,40	1,47	1,00	
2.2. The hospital interpreter asked you questions during the consultation to make sure s/he understood everything you were saying.	1 Strongly agree	85,4%	80,0%	66,7%	100,0%	
	2 Agree	14,6%	20,0%	33,3%	0,0%	
	3 Disagree	0,0%	0,0%	0,0%	0,0%	
	4 Strongly disagree	0,0%	0,0%	0,0%	0,0%	
	5 Can't say	0,0%	0,0%	0,0%	0,0%	
	<i>total</i>	41	5	15	21	
	<i>mean</i>	1,15	1,20	1,33	1,00	
2.3. The hospital interpreter assisted you in relaying important information regarding your customs, dietary needs, religious duties, etc. to the doctor	1 Strongly agree	82,9%	40,0%	73,3%	100,0%	
	2 Agree	17,1%	60,0%	26,7%	0,0%	
	3 Disagree	0,0%	0,0%	0,0%	0,0%	
	4 Strongly disagree	0,0%	0,0%	0,0%	0,0%	
	5 Can't say	0,0%	0,0%	0,0%	0,0%	
	<i>total</i>	41	5	15	21	
	<i>mean</i>	1,17	1,60	1,27	1,00	

		ALL	H. A	H. B	H. C
TOTAL		42	5	16	21
3) How would you rate the encounter with your doctor?					
3.1. S/he took time to talk to me.	1 Strongly agree	70,7%	40,0%	60,0%	85,7%
	2 Agree	29,3%	60,0%	40,0%	14,3%
	3 Disagree	0,0%	0,0%	0,0%	0,0%
	4 Strongly disagree	0,0%	0,0%	0,0%	0,0%
	5 Can't say	0,0%	0,0%	0,0%	0,0%
	<i>total</i>	41	5	15	21
	<i>mean</i>	1,29	1,60	1,40	1,14
3.2. S/he showed sensitivity to my cultural beliefs and needs.	1 Strongly agree	68,3%	20,0%	66,7%	81,0%
	2 Agree	29,3%	80,0%	33,3%	14,3%
	3 Disagree	2,4%	0,0%	0,0%	4,8%
	4 Strongly disagree	0,0%	0,0%	0,0%	0,0%
	5 Can't say	0,0%	0,0%	0,0%	0,0%
	<i>total</i>	41	5	15	21
	<i>mean</i>	1,34	1,80	1,33	1,24
3.3. S/he encouraged me to ask questions.	1 Strongly agree	68,3%	20,0%	73,3%	76,2%
	2 Agree	29,3%	60,0%	26,7%	23,8%
	3 Disagree	2,4%	20,0%	0,0%	0,0%
	4 Strongly disagree	0,0%	0,0%	0,0%	0,0%
	5 Can't say	0,0%	0,0%	0,0%	0,0%
	<i>total</i>	41	5	15	21
	<i>mean</i>	1,34	2,00	1,27	1,24
3.4. S/he worked together with the hospital interpreter to make sure I understood everything.	1 Strongly agree	67,5%	60,0%	64,3%	71,4%
	2 Agree	30,0%	40,0%	35,7%	23,8%
	3 Disagree	0,0%	0,0%	0,0%	0,0%
	4 Strongly disagree	0,0%	0,0%	0,0%	0,0%
	5 Can't say	2,5%	0,0%	0,0%	4,8%
	<i>total</i>	40	5	14	21
	<i>mean</i>	1,31	1,40	1,36	1,25
3.5. S/he talked directly to me rather than to the hospital interpreter when s/he was giving information or asking questions.	1 Strongly agree	31,7%	20,0%	73,3%	4,8%
	2 Agree	14,6%	40,0%	26,7%	0,0%
	3 Disagree	48,8%	0,0%	0,0%	95,2%
	4 Strongly disagree	4,9%	40,0%	0,0%	0,0%
	5 Can't say	0,0%	0,0%	0,0%	0,0%
	<i>total</i>	41	5	15	21
	<i>mean</i>	2,27	2,60	1,27	2,90
4) From your point of view, how would the interpreting support be improved?					
4.1. Hospital interpreters should inquire about cultural beliefs more.	<i>yes (% of total)</i>	28,6%	0,0%	75,6%	0,0%
	<i>total</i>	42	5	16	21
4.2. There should be more information for patients on the roles and tasks of hospital interpreters' services.	<i>yes (% of total)</i>	54,8%	0,0%	12,5%	100,0%
	<i>total</i>	42	5	16	21
4.3. There should be more information for patients on how to gain access to hospital interpreting services.	<i>yes (% of total)</i>	57,1%	40,0%	6,3%	100,0%
	<i>total</i>	42	5	16	21
4.4. Other ways to improve interpreting service	<i>yes (% of total)</i>	35,7%	60,0%	6,3%	52,4%
	<i>total</i>	42	5	16	21

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TOTAL		42	5	16	21
5) Demographic information.					
5.1. What is your gender?	1 female	78,0%	60,0%	100,0%	66,7%
	2 male	22,0%	40,0%	0,0%	33,3%
	total	41	5	15	21
5.2. What is your age	1 up to 25	14,6%	60,0%	20,0%	0,0%
	2 26-35	65,9%	40,0%	66,7%	71,4%
	3 36-45	17,1%	0,0%	13,3%	23,8%
	4 46-55	0,0%	0,0%	0,0%	0,0%
	5 56-65	0,0%	0,0%	0,0%	0,0%
	6 66 and more	2,4%	0,0%	0,0%	4,8%
	total	41	5	15	21
5.3. What language do you speak in everyday life?	African language	0,0%	0,0%	0,0%	0,0%
	Albanian	11,9%	20,0%	25,0%	0,0%
	Arabic	9,5%	20,0%	18,8%	0,0%
	Baltic language	0,0%	0,0%	0,0%	0,0%
	Bosnian	7,1%	0,0%	18,8%	0,0%
	Farsi	0,0%	0,0%	0,0%	0,0%
	French	0,0%	0,0%	0,0%	0,0%
	Kurdish	7,1%	0,0%	18,8%	0,0%
	Romanian	2,4%	20,0%	0,0%	0,0%
	Russian	2,4%	20,0%	0,0%	0,0%
	Serbo-Croatian	9,5%	0,0%	25,0%	0,0%
	Somali	0,0%	0,0%	0,0%	0,0%
	Spanish	0,0%	0,0%	0,0%	0,0%
	Turkish	2,4%	20,0%	0,0%	0,0%
Urdu	16,7%	0,0%	0,0%	33,3%	
Other	42,9%	0,0%	0,0%	85,7%	