



migrant-friendly hospitals – SPA: abstract for the Amsterdam Workshop

Research shows that non-local language speakers, migrant populations and ethnic minority groups should be able to communicate with their clinicians to receive complete information about their care. Vice versa clinical staff should be able to understand the needs of the patients and to receive other relevant information from the patient. Therefore interpreter services should be available at all times to ensure equal access to health care.

Measures for “Improving Interpreting in Clinical Communication” that have been implemented into the participating hospitals in Denmark, Spain, Finland, Greece, Ireland, Italy, The Netherlands, Sweden, and UK, are presented. The project group discusses experiences with face-to-face interpreting, telephone interpreting, written material as supporting communication and cultural mediation.