

migrant-friendly hospitals

Training interpreters for clinical communication

Guideline for the elements of a training course

Topics to be covered

- Medical terminology
- Medical interpreting
 - Guidelines
 - Do's and don'ts
- Note-taking
- Review of medical interpreting standards (issued by professional associations of medical interpreters in your region and/or country)
- Culturally competent care
- Supervised shadowing: follow a medical interpreter on the job for 4-8 hours

Course design

Ideally: 40 hours of training to cover all issues

Possible: 16 or 20 hour courses covering specific modules

Follow-up

- Evaluate interpreters on a yearly basis
- Offer refresher training where required

(based on course at Massachusetts General Hospital Interpreting Service)