

migrant-friendly hospitals

Useful web links

Emergency Multilingual phrasebook

<http://www.careline.org.uk/Doc.asp?WSDOCID=2010>

The Emergency Multilingual phrasebook, produced and updated by the British Red Cross Society with advice and funding from the Department of Health and endorsed by the British Association for Emergency Medicine (BAEM) is translated into 36 languages. It covers the most common medical questions and terms to help first contact staff communicate with patients who do not speak English and make an initial assessment while an interpreter is contacted. Copies can be downloaded or ordered from the Department of Health web site.

Medical Interpreter Services of Massachusetts General Hospital

<http://www.massgeneral.org/interpreters/sitemap.asp>

Example of good practice on how interpreting at the hospital level can be organised on a web-basis. Resources that can be requested on the site include language support by hospital staff, language support by external interpreters, and interpreters for patients with a hearing impairment. Procedures on how to request these services are explained in a clear and step-by-step fashion. Tips are given for healthcare professionals on how to work with interpreters, and for interpreters on how to work in the health care setting.

In addition, the site features useful resources for health professionals in intercultural encounters, including fact sheets on countries and regions of origin (including information about language, geography, cultural values, main religions and death concepts and rituals, healthcare values, and diet – partly still in preparation), as well as point-to-talk booklets with essential questions for client-provider communication in 19 languages.

Multicultural Mental Health West Australia

<http://www.mmha.org.au/organisations/watmhc/cat/1944a-RACGPMHbook300.pdf>

The West Australian Transcultural Mental Health Centre (WATMHC) acts as a centre of expertise and resource in the field of transcultural mental health. The centre compiles and produces a Directory of Bicultural/Bilingual Mental Health Practitioners who may assist those from culturally and linguistically diverse backgrounds in the preferred language. The Centre also responds to queries from other clinicians regarding patients' cultural issues related to mental health in order that it may enhance treatment efficacy. In addition, the Centre seeks to improve the level of mental health literacy among migrant communities by mental health promotion initiatives. It has developed the "Cultural Awareness Tool (CAT) - A Practical Resource Kit for Health Practitioners - which also addresses clinical communication through an interpreter. The tool can be downloaded from the site.

INTERPRET. Swiss Association for the Promotion of Interpreting and Cultural Mediation

<http://www.inter-pret.ch> (website available in French and German)

The site contains useful resources on how to work with interpreters, including

- *Open words: Guide to the Bilingual Medical Interview for Health Professionals and Interpreters* by A. Bischoff, available in French and German from the author (e-mail: alexander.bischoff@unibas.ch)
- *Trialog*. Video and brochure on interpreting in healthcare settings. Resource for nursing staff and interpreters, available in German, French and Italian.

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The California Endowment

http://www.calendow.org/pub/frm_pub.htm

This webpage contains several relevant publications on interpreting in healthcare settings, most of them downloadable as pdf files. Publications include:

- *How to Choose and Use a Language Agency: A Guide for Health and Social Service Providers Who Wish to Contract with Language Agencies*
- *California Standards for Healthcare Interpreters: Ethical Principles, Protocols, and Guidance on Roles & Intervention*
- *Health Care Interpreter Training in the State of California* (including an analysis of trends and a compendium of training programs)
- *Health...In Brief. Increasing the Diversity of the Nursing Work Force* ;

DiversityRx

<http://www.diversityrx.org/>

Diversity Rx is a clearinghouse of information on how to meet the language and cultural needs of minorities, immigrants, refugees and other diverse populations seeking healthcare. In addition to useful information on a wealth of topics related to addressing ethnic diversity in health care, its website offers an overview of models and strategies for overcoming linguistic and cultural barriers in healthcare. DiversityRx introduces a range of options for addressing language needs in healthcare, describing how to implement them effectively, and pointing out their respective advantages and disadvantages.

Culture Clues™

<http://depts.washington.edu/pfes/cultureclues.html>

Culture Clues© are tip sheets for clinicians designed to increase awareness about concepts and preferences of patients from the diverse cultures served by University of Washington Medical Center (UWMC).