

migrant-friendly hospitals

Steps in setting-up interpreting services in the hospital setting

1. Obtain management support (symbolic + practical)
2. Establish central interpreting co-ordination
 - Hire an interpreting co-ordinator or
 - Appoint staff from inside the hospital

Tasks: Control the budget
 Track volume increase
 Assure quality of care
2. Choose interpreting resources
 - Employee language bank
 - Phone interpreters
 - Outside interpreting agencies
 - In-house professional clinical interpreters
3. Interpreter training
4. Marketing the service
 - Increase awareness and visibility
5. Produce policies and guidelines
6. Translation of written materials – systematic approach