

Script: Health Care Provider's Introduction for Working with Telephone/Remote Interpreters

This scripted introduction for working with telephone/remote interpreters can be led by the health care provider via the telephone interpreter. The inclusion of an introduction in all interpreted encounters will hopefully put the LEP client at ease and create a situation in which all parties are clear in regards to the protocol, goal, and role of the interpreter.

Health Care Provider:

Hello, interpreter. Before we begin, I would like to lead a brief introduction with my client. I will pause throughout my introduction to allow you to interpret.

<pause, allowing the interpreter to interpret what was just said>

Hello <patient's name>. My name is <your name> and we will be communicating through a <telephone or video> interpreter today.

<pause>

The interpreter is on the <phone/video screen> and is probably in a different city.

<pause>

The interpreter's job is to interpret everything we say to each other.

<pause>

It is important that you pause after each thought to allow the interpreter to say what you just said accurately and completely.

<pause>

The interpreter will not add to, change, or omit anything that we say.

<pause>

If there is something you do not understand, please tell the interpreter so that he/she can let me know.

<pause>

If there is something I do not understand, I will tell the interpreter so that he/she can let you know.

<pause>

The interpreter has taken an oath of confidentiality, so everything we discuss today will be kept confidential.

<pause>

The purpose of our session today is <purpose>.

<pause>

By the end of our session, we hope to <expected outcome>.
<pause>

Do you have any questions before we begin?

END OF SCRIPT