



FAQ: Medical Interpreter Training

Did you know?

Staten Island is home to an incredibly diverse population, serving communities who speak over 158 different languages.

According to the U.S. Census, from 2000 – 2010 the Hispanic population on Staten Island increased 51.4%, the Asian population increased by 40% and the white, non-Hispanic population decreased by 5.1%

How do we communicate healthcare information with people who speak a language other than English?

Best practice is to communicate with the assistance of a *Qualified Medical Interpreter* who can help to bridge the communication gap by serving as the third party.

Patient + Provider + Interpreter

Medical Interpreter ≠ bilingual staff:

Qualification	Medical Interpreter	Bilingual Staff
Language proficiency assessed	★	
Possesses medical terminology in two languages	★	
Interprets completely and accurately	★	
Remains impartial	★	
Everything said is interpreted	★	

Why is Medical Interpreting important?

- Medical Interpreters are a vital part of the care delivery team, bridging the communication barrier between a provider and patient who do not share the same language
- Receive extensive training on Medical Interpreter Codes of Ethics, Standards of Practice, Medical Interpreter roles, medical terminology in both languages, and understand the cultural differences in healthcare which affect patient-provider relationships
- Patients that communicate via trained, on-site interpreters report higher satisfaction with care received

What are the benefits of having trained, qualified employees who may serve as Medical Interpreters?

- Improved clinical care outcomes
- **Improved patient satisfaction**
- Improved patient safety
- Improved quality of care
- Improved adherence to federal, state and local Language Access regulations
 - Complies with Office of Civil Rights' [CLAS](#) standards
 - Complies with [Joint Commission](#) and other accreditation requirements
- Decreases potential non-compliance, malpractice suits, violations and adverse events
- Medicaid reimburses for interpretation provided by trained interpreters