

Spec. Code:	2193
Occ. Area:	12
Work Area:	445
Prob. Period:	6 mo.
Prom. Line:	None
Effective Date:	06/15/17
Last Action	New

## HEALTHCARE INTERPRETER

### Function of Job

Under supervision from a designated administrator, provides foreign language healthcare interpreting services for the Limited English Proficiency (LEP) patients and families accurately in the preferred language of the patient, as it relates to health care. Responsible for handling interpreting needs on demand, rarely by appointment, and renders meaning of conversations in the consecutive mode of interpretation between speakers of preferred language (e.g. Spanish) and English. Interpreter processes information quickly and concisely, recognizes sensitive cultural differences and is professional and courteous at all times. Healthcare Interpreters bridge the communication gap to ensure patients received accurate diagnoses and appropriate treatment.

### Characteristic Duties and Responsibilities

A Healthcare Interpreter typically

1. assists during each step of the healthcare process; admission, examination, consultation, procedures and many other provider-patient interactions;
2. facilitates communication for patients and families, visitors and their healthcare providers where interpretation is required for conveying information and services;
3. provides sight-translation, as applicable, of relevant materials to enhance patient and families comprehension of medical procedures, treatment, discharge instructions, patient and family education, and follow-up;
4. renders correct concepts and meaning between preferred language and English following complexity, clarity, tone, and style from one language into another while upholding the correct rules for grammar and syntax in both languages;
5. provides strict renditions of the messages including every detail of the conversation; prepared for challenging assignments at any time;
6. follows interpreter code of conduct and interpreter ethic boundaries that protect the confidentiality of information; stays detached from the conversation, and remains neutral and objective at all times; avoids interaction with the LEP without provider's approval;

7. translates messages simultaneous or consecutively into specific languages, orally or by using hand signs, maintaining message content, context, and style as much as possible;
8. listens to speakers' statements to determine meaning and to prepare translations;
9. helps providers to develop a better understanding of the patient's cultural background and how it may influence essential healthcare decisions;
10. tactfully interjects into the conversation to clarify information, correct misunderstandings or respond to patient's discomfort; usually remains neutral and always adheres to interpreter's code of ethics;
11. performs other related duties as assigned.

#### MINIMUM ACCEPTABLE QUALIFICATIONS

##### CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High School graduation or equivalent.
2. National Certification from the Certification Commission for Healthcare Interpreters (CCHI) or the National Board of Certification for Medical Interpreters (NBCMI).
3. Fluent in at least one non-English language; Spanish, American Sign Language (ASL), Mandarin, Polish, Cantonese, Russian, Korean, Vietnamese, Arabic, etc.

##### KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of the culture of their prospective patients.
2. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
3. Knowledge of the structure of foreign (non-English) languages including the meaning and spelling of words, rules of composition and grammar, and pronunciation.
4. Knowledge of medical terminology and thorough understanding of root words, prefixes, suffixes, and their relationships in the medical terminology of several medical specialties.
5. Skill in facilitating communication while remaining impartial and objective; strong interpersonal and self-management skills.
6. Skill in identifying and solving problems.
7. Skill in listening carefully when interpreting for audiences to ensure they hear and interpret correctly.

8. Skill in reading in all of the languages in which working.
9. Skill in speaking and writing clearly and effectively in all of the languages in which working.
10. Ability to communicate effectively, professionally, and collaboratively, both orally and in writing.
11. Ability to listen to and understand information and ideas presented through spoken words and sentences.
12. Ability to demonstrate strong commitment to professionalism and ethics, especially in the area of patient confidentiality.