

## Welcome to the Primary Health Interpreting Services Newsletter

Primary Health Interpreting Services are funded by the Northern DHB Support Agency (NDSA) and are part of the Auckland Regional Settlement Strategy Migrant Health Action Plan to improve access to primary health services for non-English speaking communities.

## Why Use an Interpreter?

Non-English speaking patients face linguistic and cultural barriers to appropriate health care and/or community services. Due to a lack of awareness, these barriers may also prevent practitioners from delivering quality services to all patients.

By facilitating linguistic and cross-cultural communication, interpreters ensure that patients get the information they need to ensure that patients understand and can make informed health care decisions. Use of an interpreter offers practitioners the ability to deliver quality, equitable care to all their patients.

## Risks of Working without an Interpreter.

In healthcare studies, evidence shows that patients who lack access to health interpreting services are more likely to be dissatisfied with their care and more likely to have unmanaged pain. Without the patient being able to communicate their basic health information, there is a risk of misdiagnosis, inappropriate treatment, and lack of follow through, resulting in liability risks as well as the delivery of poor health care.

*"Despite increasing numbers of limited English proficiency patients there is little use of interpreters in New Zealand" (Gray et al, 2012).*



## CALD Training for Health Practitioners

### CALD 4: Working with interpreters

*CME/CNE and MOPs accredited*

This course is offered face-to-face and online. The prerequisites for this course are CALD 1.

This is a practical course that will give you the essential knowledge and skills to work with interpreters more effectively:

- When you only have a 15 mins consultation.
- When you need to have a 1+ hours complex family consultation with the help of an interpreter.
- When you need to have a screening session or narrative therapy session with the help of an interpreter.

This course will help you to:

- Become familiar with the interpreter's roles, responsibilities and code of ethics.
- Become aware of the challenges faced by health practitioners, interpreters & patients.
- Become familiar with the principles of how to work effectively with interpreters by pre-briefing, structuring, and then de-briefing your consultation.

*CALD 4 includes videos showing you how to work with interpreters over the phone and face-to-face in individual and group settings*

Providing free interpreting services for Primary Health Providers in the Auckland Region

## How do I register and enrol for the free training courses?

1. Check your eligibility with your manager or email [cald@waitematadhb.govt.nz](mailto:cald@waitematadhb.govt.nz)
2. Visit the CALD website [www.caldresources.org.nz](http://www.caldresources.org.nz)
3. Click LOGIN to register and then enrol If you have registered already and wish to enrol Go to CALD website [www.caldresources.org.nz](http://www.caldresources.org.nz)
4. Click LOGIN, enter your email address and password
5. Go to Course Enrolment and select the ONLINE course (NB: CALD 1 is pre-requisite to all CALD courses)



## How do I enrol for the free CALD face-to-face courses?

For **WDHB** employees, primary care and NGO employees – same process as above.

For **CMDHB** employees – enrol through Learning & Development One Staff.

For **CMDHB** primary care and NGO employees – same process as above.

For **ADHB** employees – enrol through Learning & Development Kiosk or [learndev@adhb.govt.nz](mailto:learndev@adhb.govt.nz).

For **ADHB** primary care and NGO employees – same process.

For **NDSA** employees – same process as above.

## How to Access the Service...

**When:** When patients are not able to communicate in English or have a hearing impairment and require an interpreter when making an appointment with their GP or primary care provider.

**Who:** Only GPs or primary care providers can book interpreters directly (not the patients) with the interpreter services.

**How:** (a) For immediate / same day appointments, face to face and telephone interpreters can be booked over the phone.  
(b) For advanced appointments, face to face and telephone interpreters can be booked by fax or via the interpreter service online booking system.

## Free primary health interpreting services are available to:

- General Practices (Including GP consults to rest homes)
- All PHO services
  - Retinal Screening services
  - Psychological services
  - Podiatrist services
  - Physiotherapists
  - Breast screening
- Community based retinal screening services
- Pharmacy Services
- Community Laboratory Services
- Community Radiology Services
- Pre-school and School Oral Health Services
- Plunket Nurses
- Accident & Medical Clinics
- Independent Midwives
- Parent and Family Resource Centre
- Hospices
- Home-based Support Services
- Birthcare
- Arthritis NZ (Auckland region only)
- Family Planning (Auckland region only)
- Cancer Society (Auckland region only)
- Fertility Associates (Auckland region only)
- Positive Women Incorporated
- Hepatitis Foundation of NZ (Auckland only)
- Life Unlimited Hearing Services
- Taikura Trust
- Asthma Auckland
- The Parkinsonism Society of NZ Inc
- IRIS
- Vision West

## Tip for your Toolbox

If there is a concern, clarify interpreting issues or the interpreting process with the interpreter at the de-briefing session.

**For more information about the service criteria and how to register with the provider in your area contact:**

- **Waitemata Auckland Translation and Interpreting Services**

Call centre: 0800 887 765 Fax: (09) 486 8307 Email: [watis@waitematadhb.govt.nz](mailto:watis@waitematadhb.govt.nz) Website: <http://www.watis.org.nz>

- **Counties Manukau District Health Board Interpreting and Translation Service**

Call centre: 0800 744 735 Fax: (09) 276 0198 Email: [phip@cmdhb.org.nz](mailto:phip@cmdhb.org.nz)

- **Auckland District Health Board Interpreting Service**

Call centre: (09) 630 9943 Fax: (09) 623 4695 Email: [phip@adhb.govt.nz](mailto:phip@adhb.govt.nz) Website: <https://interpreters.adhb.govt.nz>