

NON-ENGLISH SPEAKING PATIENTS POLICY

CRITERION 1.4A

The practice has policies and procedures for communicating with patients who are not proficient in the primary language of the medical staff.

WRITTEN INFORMATION

Leaflets in languages other than English are available for patients and are situated in the leaflet rack in the waiting room.

INTERPRETERS

Doctors should be aware that bilingual staff, unless appropriately accredited, should not be presumed to have the necessary skills to act as interpreters.

A non-English speaking patient may choose to be accompanied by a relative.

Where a qualified interpreter is not available in person the Translating and Interpreting Service (TIS) should be used. If an unqualified interpreter is used, as for example in an emergency, a qualified interpreter should be obtained as soon as possible to ensure the patient has understood what has taken place.

- Translating and Interpreting Service (TIS)
 - Phone: 1300 131 450
 - (24 hours a day, 7 days a week, anywhere in Australia for the cost of a local call)
 - “Over the phone” service is offered free to all doctors. They provide “over the phone” and “on site” interpreting services. Common languages available at all times. They require at least 48 hours’ notice for “on site” services.

Document Title:	Non-English Speaking Patients Policy	Document Version:	4.0
Release Date:	9 January 2012	Revision Date:	2 October 2021