

Information about Interpreting Services

口譯服務資訊

Traditional Chinese

What patients can expect from the interpreting service

- Interpreters should be competent in both the required language and English.
- Interpreters should have good interpersonal skills.
- Interpreters should have knowledge and understanding of the health care setting.
- Interpreters should have knowledge of medical terminology.
- Interpreters should treat all parties with respect and dignity.
- Interpreters should treat all information received with confidentiality.
- Interpreters should withdraw from an assignment if it interferes with impartiality, or if it relates to strong personal, cultural or religious beliefs.
- Interpreters should use first-person interpreting to facilitate direct communication between the parties.
- Interpreters should have knowledge and awareness of the culture of the language required.
- Interpreters should be able to interpret the accurate and complete meaning of the original content of the message.
- To keep patients informed, interpreters should translate everything that is said during the assignment.

病患可從口譯服務獲得的協助

- 口譯人員必須具備需服務語言和英文兩者良好的語文能力。
- 口譯人員應具備良好的與人互動能力。
- 口譯人員應熟悉和了解醫療照護環境。
- 口譯人員應熟悉醫療專有名詞。
- 口譯人員應以尊重和尊嚴對待所有病患。
- 口譯人員應確保所接收所有資訊的隱私性。
- 如有以下情況，口譯人員應退出任務
公正性有疑慮，或與個人、文化或宗教信仰密切相關。
- 口譯人員應以第一人稱口譯以促進當事人之間的直接溝通。
- 口譯人員應熟悉與了解需服務語言的文化背景。
- 口譯人員應能精確並完整的譯出訊息原始內容的意義。
- 為確保病患知的權利，口譯人員應鉅細靡遺翻出對話的所有內容。

What not to expect from the interpreting service

- Interpreters should not judge or discriminate against patients on any grounds.
- Patients should not expect interpreters to advocate on their behalf.
- Interpreters should not show any bias, opinion or preference.
- Interpreters will not disclose any information unless required by the law.
- Interpreters should not derive any personal gain or advantage from the information received through interpreting.
- Interpreters should not speak on behalf of you or refuse information.
- The interpreter should not be asked to do anything other than interpret what is being said.
- If there is a pause in the information being given, interpreters should explain this to the patient.

口譯服務避免事項

- 口譯人員不得因任何原因批判或歧視患者。
- 病患不得要求口譯人員代為遊說。
- 口譯人員不應顯示任何偏見、意見或偏好。
- 除非法律規定，口譯人員不得揭露任何資訊。
- 口譯人員不應從執行口譯時接收的訊息獲得任何個人利益或優勢。
- 口譯人員不得代您發言或拒絕資訊。
- 不得要求口譯人員進行任何口譯對話內容以外的事情。
- 如資訊的提供暫停，口譯人員應向病患解說。

How to use interpreting service

- Patients should let NHS staff know if they need an interpreter and inform staff what language and dialect they speak.
- Patients should let NHS staff know if they have a preference for the gender of the interpreter.
- Patients can request telephone interpreting if a face to face interpreter is unavailable.
- Interpreters do not cost patients money.
- When an interpreter is present patients should speak slowly and clearly so the interpreter can explain to the staff
- Family members should not be asked to interpret.
- Patients should not ask the interpreter to accompany them beyond their appointment.
- Patients and staff should be aware that there are certain expressions which may not translate easily.
- Users of the interpreting service should be aware of the pressure on the interpreter.
- Patients should not ask the interpreter to advocate on their behalf with NHS staff.

如何使用口譯服務

- 病患如需口譯服務，請讓 NHS 工作人員知道，並告知所使用的語言和方言。
- 如病患需指定口譯人員性別，請告知 NHS 工作人員。
- 如無面對面口譯服務，病患可要求電話口譯。
- 病患不需支付口譯費用。
- 口譯人員在場時，病患說話應緩慢且清晰，讓口譯人員能夠向工作人員說明
- 不應要求病患家屬口譯。
- 非看診以外的場合，病患不得要求口譯人員陪同。
- 病患和工作人員應知道特定表達內容的翻譯並不容易。
- 口譯服務的使用者應知道口譯人員所面對的壓力。
- 病患不應要求口譯人員代為向 NHS 工作人員遊說。

What patients can expect NHS Staff to do if they need an interpreter

- It is the responsibility of NHS staff to book interpreters when required.
- Staff should allow a short time at the beginning and the end of the session to brief/de-brief the interpreter.
- Staff should speak directly to the patient, using their name and in manageable phrases which will allow the interpreter sufficient time to translate.
- Staff should use straightforward language, avoiding jargon and technical terms.
- Staff should be aware of when the patient or interpreter may need a short break.
- Staff should not leave the interpreter alone with the patient.
- Staff should allow enough time for the interpreter to interpret without interrupting.
- Staff should not ask for the interpreter's opinion.
- Staff should ask for clarification of meanings for the patient and themselves.
- Staff should check how the interpreter is feeling after the session, particularly if it was an emotional session.
- Staff should maintain a good relationship with the patient and the interpreter.
- Staff should ask the patient if he/she has any questions.

病患需要口譯人員時，**NHS** 工作人員可以提供哪些協助

- 預約口譯人員是 **NHS** 工作人員的職責。
- 工作人員應預留口譯之前和之後向口譯人員簡要說明和總結的時間。
- 工作人員應使用他們名字和可勝任的詞句與病患直接對談，讓口譯人員有足夠的時間可以翻譯。
- 工作人員應使用簡單直接的語言，避免行話和技術專有名詞。
- 工作人員應知道病患和口譯人員何時需要暫停休息。
- 工作人員不得讓口譯人員與病患獨處。
- 工作人員應讓口譯人員有足夠的時間口譯，並避免中途打斷。
- 工作人員不應詢問口譯人員的意見。
- 如有任何地方不清楚，工作人員應為病患和自己要求釐清說明。
- 服務結束後，工作人員應關心口譯人員的感受，特別是口譯內容較情緒的情況。
- 工作人員應與病患和口譯人員維持良好的關係。
- 工作人員應詢問病患是否有任何問題。

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