

Using the Language Line

<https://www.youtube.com/watch?v=D9s3sl5AoMg>

What problems did you see?



Why is Communication Assistance Important?

**Title VI of the
Civil Rights
Act of 1964**



Other reasons

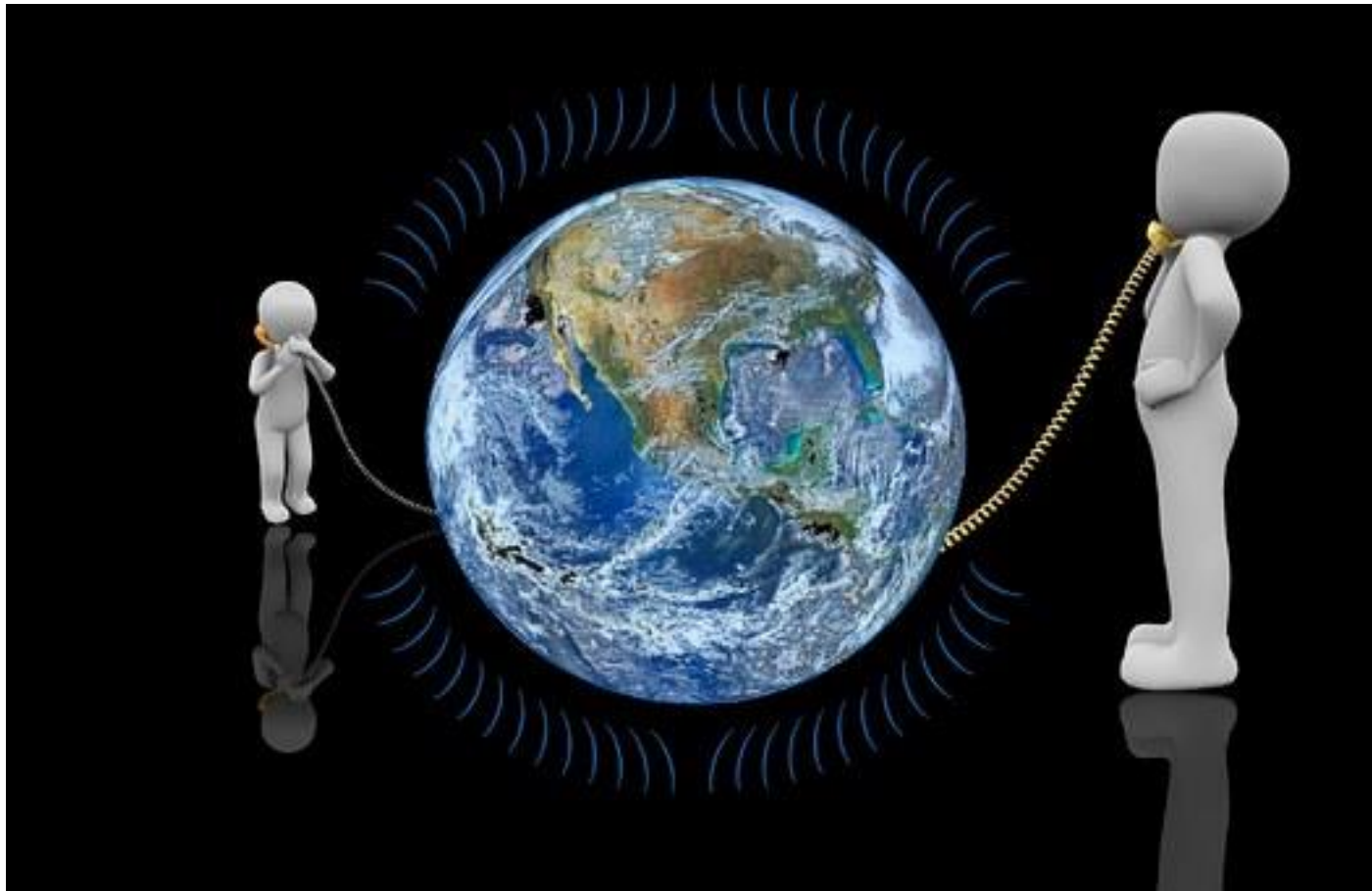
Not using an interpreter can lead to:

1. Wrong diagnosis
2. Poor adherence to treatment
3. An increase in medication complications

Best Practices

1. Introduce yourself
2. Speak to the client
3. Speak slowly
4. Speak at an even pace
5. Be aware of non-existent concepts
6. Avoid slang
7. Explore cultural misunderstandings
8. Be Patient

Ask your district about how to access language line services



QUESTIONS?



References

- Brisset, C., Leanza, Y., & Laforest, K. (2013). Working with interpreters in health care: A systematic review and meta-ethnography of qualitative studies. *Patient Education and Counseling*, 131-140.
- The National Council on Interpreting in Health Care. (Retrieved 2019, March 19). *Best Practices for Communicating Through an Interpreter*. Retrieved from RefugeeHealth Technical Assistance Center: <https://refugeehealthta.org/access-to-care/language-access/best-practices-communicating-through-an-interpreter/>