

DO'S AND DON'TS FOR F2F INTERPRETING

DO'S

Check your Diary every day:

Make sure you have access to your Silent Sounds online portal - My Diary, take a copy of your diary if needed, and timesheet printed.

Be Punctual:

Arrive on time for the appointment to ensure a prompt start to the appointment.

Checking in:

Once arrived check in at the reception desk and wait to be called. If a home visit, please wait outside for the contact person.

Calls on silent mode:

Please ensure your mobile phone is on silent mode.

Maintain Professionalism:

Dress appropriately, have always visible the Silent Sounds ID badge and maintain professionalism at all times.

DON'TS

Engage in Confrontation:

Should at anytime you feel frustrated or anxious, please give us a call and let us deal with it on your behalf, do not engage in confrontation. Remember you are the face of Silent Sounds.

Offer Medical Advice:

Do not provide medical advice or opinions, as you are only responsible for interpreting the conversation accurately.

Add Personal Input:

Refrain from adding personal comments, opinions, or judgments to the conversation.

Skip or Omit Information:

Do not skip or omit any part of the conversation, even if you find it challenging to interpret, explain to the professional to either repeat themselves or give you a few seconds.

Engage in Side Conversations:

Avoid engaging in personal conversations with the patient before/during/after the appointment.

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Remain Impartial:

You are there to interpret and interpret only.

Use Clear Language:

Speak clearly using language appropriate for both sides, patient and health care provider to facilitate effective communication.

Maintain Confidentiality:

Respect patient confidentiality and do not share any personal information discussed during the appointment.

Address Cultural Differences:

Be sensitive to cultural differences that may affect communication and help bridge any gaps.

Feedback:

Please feel free to respond to our courtesy email with your feedback.

DON'TS

Become Emotionally Involved:

While it's important to convey emotions, avoid becoming emotionally involved in the content of the conversation.

Speak for the Patient:

Let the patient express themselves; do not speak on their behalf unless explicitly requested.

Guess or Assume:

Do not guess the meaning of unclear words or phrases - instead, ask for clarification.

Overstep Boundaries:

Stay within the role of an interpreter and do not involve yourself in decisions or actions beyond your scope.

Share Personal Information:

Refrain from sharing your personal contact information or opinions with either the patient or the healthcare provider.