

DO'S AND DON'TS FOR VIDEO INTERPRETING

DO'S

Check your Diary every day:

Please review your Silent Sounds diary daily, ensuring you are prepared and ready for your upcoming video assignments.

Check the Video link:

Ensure you have the link to join the video call before the scheduled start time of the booking. If not, please call us as soon as possible.

Technical Preparation:

Check and ensure a reliable and high-speed internet connection to prevent disruptions during the interpreting session.

Technical Preparation:

Test your microphone, camera, and any necessary software well in advance to avoid technical issues during the session.

Maintain Professionalism:

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

DON'TS

Technical Issues

Don't ignore technical problems: If technical issues arise, don't continue without addressing them promptly. Notify the relevant parties and seek assistance if needed.

Privacy and Distractions:

Do not allow anyone, including children, into the room at any time during the video call.
Ensure you are alone in a room where you cannot be heard or seen.

Add Personal Input:

Refrain from adding personal comments, medical or any type of 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.