Improving Communication in Patients with Language Barrier

EUNICE CHAN
CAMBRIDGE UNIVERSITY HOSPITALS
PROFICIENCY IN ENGLISH IN ENGLAND AND WALES

(Office for National Statistics, 2011)

- Main language is English (English or Welsh in Wales)
- Main language is not English (English or Welsh in Wales): Can speak English very well
- Main language is not English (English or Welsh in Wales): Can speak English well
- Main language is not English (English or Welsh in Wales): Cannot speak English well
- Main language is not English (English or Welsh in Wales): Cannot speak English
Main Strategies

- Language Barrier in Safety Checks (van Rosse, et al., 2015)
- Professional Interpreter (Clark, et al., 2014)
- Modern Technology (Tate, et al., 2017)
Language Barrier Screening
Language Barrier Screening
Language Barrier Screening
Modern Technology

- Action words
- Telephonic interpreters
- Visual aids
- Patient education materials
- Written translations through free web-based translation facilities (Gan, 2012)
Telephone Interpreting
Telephone Interpreting

IN EMERGENCY SITUATIONS

SHORT APPOINTMENT

NOT ALL PARTIES ARE AT THE SAME LOCATION
A Communication Aid for Patients in Hospital

A multilingual and illustrated guide, for use by patients and staff
Section 1
General Information for Patients

The translation of each phrase is in the following order

<table>
<thead>
<tr>
<th>ENGLISH</th>
<th>POLISH</th>
<th>PORTUGUESE</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARABIC</td>
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<td>BENGALI</td>
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<td>CHINESE</td>
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<td>CZECH</td>
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<tr>
<td>HINDI</td>
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<td></td>
</tr>
</tbody>
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- Use this if you need help: 51
- I have pain: 52
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- I am a vegetarian: 55
- I eat halal meat: 56
- I do not eat beef: 56
- I do not eat pork: 57
- I want a drink: 58
- I want to sit up: 59
- I want to lie down: 60
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- 97-123
Are you allergic to any medication?

هل تتناول دواء معين؟

چهارفده که تهیه کننده دارویی بیان می‌کند؟

你對什麼藥物過敏嗎？

Jste alergický ke nějaké léky?

آیا حساسیت دارید؟

Est-ce que vous faites une allergie à certains médicaments?

Czy jesteś uczulony na jakieśleki lekarstwa?

É alérgico a algum medicamento?

जी, विशेष व्यवसाय से निर्माण हुए स्वास्थ्य सेवा वस्तुओं की आलर्जी?

Aallerjiyo ma u leedahay daaweyninka daawo ka mid ah?

Je una miyo wa madawia yeyote?

Herhangi bir ilaca alerjinz var mı?

کا ایک موٹری تحریری بھی تھا؟
ICU Application

- Ipad Application
- Available in several languages
- Needs intact motor functions
ICU Application
ICU Application
<table>
<thead>
<tr>
<th>Comunicador</th>
<th>YO NECESITO</th>
</tr>
</thead>
<tbody>
<tr>
<td>YO TENGO DOL...</td>
<td>Agua</td>
</tr>
<tr>
<td>YO NECESITO</td>
<td>Alimentos</td>
</tr>
<tr>
<td>YO ME SIENTO</td>
<td>Medicamentos para el dolor</td>
</tr>
<tr>
<td>YO QUIERO VER</td>
<td>Baño</td>
</tr>
<tr>
<td></td>
<td>Tina</td>
</tr>
<tr>
<td></td>
<td>Doblar a la izquierda</td>
</tr>
<tr>
<td></td>
<td>Doblar a la derecha</td>
</tr>
<tr>
<td>No</td>
<td>SÍ</td>
</tr>
<tr>
<td>DETENER</td>
<td>CONTINUAR</td>
</tr>
</tbody>
</table>

Escriba aquí para traducir
ICU Application
## ICU Application

![ICU App Interface]

<table>
<thead>
<tr>
<th>Comunicador</th>
<th>YO QUIERO VER</th>
</tr>
</thead>
<tbody>
<tr>
<td>YO TENGO DOL...</td>
<td>Mi familia</td>
</tr>
<tr>
<td>YO NECESITO</td>
<td>Médico</td>
</tr>
<tr>
<td>YO ME SIENTO</td>
<td>Enfermera</td>
</tr>
<tr>
<td>YO QUIERO VER</td>
<td>Capellán</td>
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<td>No</td>
<td>Fisioterapeuta</td>
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<tr>
<td>GRACIAS</td>
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<td>DETENER</td>
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<td>CONTINUAR</td>
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<tr>
<td>EXPLIQUE</td>
<td></td>
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</tbody>
</table>

Escriba aquí para traducir
ICU Application

EXPLAIN

EXPLIQUE

Cerrar
Do you want to have breakfast.

¿Quieres desayunar?
MyICUvoice

IPAD APPLICATION

ENGLISH AND PORTUGESE
MyICUvoice

Categories

I need something...
How I'm feeling: (physically)...
I have a cold...
How I'm feeling: (emotionally)...
My breathing...
Foot/calf pump

Point your toes downwards, then, back up towards the ceiling.

Repeat the exercise 1 times.

Exercise 1 of 2

Exit exercise session
You have completed 0 out of 1 exercise sessions. Would you like to start an exercise session now?
Where is your pain?

View other side
References


