Interpreting Guidelines

Information for New Interpreters:

The first time you interpret, please let the coordinator on duty know it is your first time so that s/he knows what you both need to do. These tasks include:

Read and sign the SHAC confidentiality agreement (this must be done yearly)
Enter your name in the SHAC computer every time you volunteer
Orientation to clinic structure/flow

1. Interpreter Duties

- Interpreting at the front desk and on the phone
- Interpreting in the lab
- Interpreting between patients and interviewers (social work, public health, medical team, laboratory, pharmacy, and physical therapy students)

2. Guidelines

- Introduce yourself at the beginning of the interpreting session.
- Position yourself in a location that will minimally interfere with interviewer-patient interaction.
- When interpreting, PLEASE remember to interpret what is said as accurately as possible. Please do not add in your own comments or questions unless clarification is necessary.
- Interpret using the first person structure, i.e., say everything as it is said by the patient = Estoy enferma will be interpreted as “I am sick” not “She says she is sick.”
- If necessary, please ask the patient or interviewer to pause so that you can interpret before the person says too much for you to remember. It is better to interrupt the flow rather than accidentally leaving out any key details.
- If you are unsure of how to interpret something, use either a dictionary (available from the SALSA Orange Box) or ask the person to rephrase their statement.
- Please dress professionally (no shorts or jeans). It is inappropriate to wear open toed shoes due to risk of exposure to infectious materials. Please also wear your "Yo Hablo Español" button at all times in the clinic.

3. Scheduling

- Multiple interpreters will be scheduled each night, and interpreters will be allowed to leave early depending on clinic demands.
- Interpreters should arrive at the time they are signed up for on the schedule (http://www.med.unc.edu/salsa/schedule).
- If you need a sub for your scheduled time, please email the appropriate listserv as soon as possible:
  Front/Back Interpreters: salsafrontback@listserv.med.unc.edu
  Clinic Interpreters: salsaclinic@listserv.med.unc.edu
  When you find a sub, please post your sub in the schedule (http://www.med.unc.edu/salsa/schedule).

4. Questions

- Please contact the coordinators at salsa_leaders@listserv.med.unc.edu