



## **Fairview's Expectations of an Interpreter**

- An interpreter should *always* arrive on time, know for whom they are to interpret, and be wearing a contracted agency or Fairview staff ID badge. If an interpreter is running late they should contact Fairview's Interpreter Services at (612) 273-3780 option #2, the clinic or their contracted agency before the scheduled appt time.
- An interpreter should be fully fluent in both English and the language(s) that they are interpreting into.
- An interpreter should never give patients a ride to an appointment, rather they should help the patient better understand the services available with regards to transportation (i.e. free rides through insurance companies, taxi companies that may speak languages other than English).
- An interpreter should only be with the patient when a provider is present. The interpreter is expected to leave the consult room when the nurse/physician leaves.
- An interpreter should not go to an appointment at any Fairview location without a formal request from Fairview's Interpreter Services. If an interpreter is aware of an appt at a Fairview facility and believe that an interpreter has not been requested they should call Fairview's Interpreter Services before going to the appt to ensure that we have not already authorized another interpreter for the visit.
- An interpreter should help make an appointment based on the availability of the patient not on their own availability and should only be done with the clinic or hospital staff present/on the line.
- An interpreter should interpret exactly what the patient says to the provider and what the provider says to the patient without omitting or adding any information regardless of their history or knowledge with a patient's particular case.
- An interpreter should have complete undivided attention during the appt – this means no cell phone calls, text messaging, etc...
- An interpreter should follow these and other ethical guidelines (all trained professional interpreters should be aware of these guidelines). If any refreshing on ethical guidelines or questions arise to a particular case that an interpreter is not aware of what is expected of them please call Fairview's Interpreter Services at (612) 273-3780 option #2 or look to the National Council on Interpreting in Health Care (website [www.ncihc.org](http://www.ncihc.org)) for more information.