

Sample Instrument

LANGUAGE TRANSLATION and INTERPRETATION SERVICES

Healthy Futures Focus Area

Output: Number of unduplicated clients receiving language translation services at clinics and in emergency rooms (H7).

Sample Instrument

Medical Interpretation and Translation Service Log

This instrument can be used to track the number of individuals who receive language interpretation or translation services in clinic or emergency room settings. This log also collects client contact information for future tracking.

Medical Interpretation and Translation Service Log

Instructions

What is the purpose?	To determine how many clients received language translation or interpretation services in clinic and emergency room settings. To record client contact information.
Who should complete this instrument?	National service participants should be responsible for recording information for each language service contact provided.
When should we complete this instrument?	At the end of each client contact.
What should we do to prepare?	<p>Modify the “Medical Interpretation and Translation Service Log” to fit your language translation services. Developing this log as an Excel Spreadsheet will allow you to easily add more names and sort alphabetically for duplications. Additional columns to track other client information are also easy to insert.</p> <p>If you already have an idea of the most common needs and service activities of your clients, consider establishing codes to lower the burden of recording data and to assist in categorizing needs and services. Consider the level of detail needed when establishing codes. See the final page of this packet for sample codes.</p>
What should we do afterwards?	Keep all the attendance logs together in a safe place; these are your data . You will aggregate these data later to determine if you met your output target.
Can I use an alternative instrument?	<p>Different forms can be developed/used to document unduplicated individuals who receive language services by your program. It is recommended that you develop an electronic tracking system (e.g., Excel Spreadsheet). However, whether your instrument is in paper format or electronic format, remember to save the “raw” data as proof that a systematic process was used to document the outputs.</p>

Medical Interpretation and Translation Service Log

Health Program Name: _____ Clinic/Hospital (emergency room): _____

Person completing this log: _____ Week/Month: _____

Instructions: Enter the clients’ names and contact information in the first columns; enter the date and need (see suggested codes for “type of need”). During or immediately after the contact, note the service, (see suggested codes for “type of service”), the time spent with the client and any referral or action suggested. If an encounter involves more than one person (e.g., family members), count each individual separately.

CLIENT CONTACT		MEDICAL TRANSLATION AND INTERPRETATION SERVICE						
Client Name ¹		Phone	Email	Date of service	Need ²	Service ³	Time spent with client	Action and/or Referral
Last	First							
Example Nava	Elisa	333-123-4567	abc@def.com	2-11-12	A	B	30 min.	After interpreting conversation with doctor, gave Ms. Nava Spanish language pamphlet on stroke.
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8. <i>add rows</i>								

H7. Total number of clients who received language interpretation or translation services: _____.

¹ For a contact with multiple individuals (patient, family members and/or friends), list each individuals separately

² See the suggested list of needs on the following page. Enter the appropriate code in the **need** column.

³ See the suggested list of services on the following page. Enter the appropriate code in the **service** column.

(1) Suggested List of Translation or Interpreting Needs

This is not a complete list of all possible translation or interpreting needs. You may have your own list that you can code, or you may want to adapt this list.

Code Type of Need**Interpretation**

- A..... Patient or family member (e.g. mother of injured child) with limited or no English fluency unable to understand service providers.
- B..... Patient or family member (e.g. mother of injured child) with limited or no English fluency using child as interpreter.
- C..... Patient or family member (e.g. mother of injured child) with limited or no English fluency returned to clinic/hospital due to not understanding previous care instructions and/or payment requirements.
- D. Other interpretation need _____

Translation

- E..... Patient or family member (e.g. mother of injured child) with limited or no understanding of written English needs translation of medical forms/payment forms.
- F. Patient or family member (e.g. mother of injured child) with limited or no understanding of written English needs translation of care instructions.
- G. Patient or family member (e.g. mother of injured child) with limited or no understanding of written English needs translation of prescription instructions.
- H. Other translation need _____

(2) Suggested List of Translation or Interpreting Services

This is not a complete list of all possible translation or interpreting services. You may have your own list that you can code, or you may want to adapt this list.

Code Type of Service**Interpretation**

- A..... Interpretation of conversations between patient and service providers (e.g. doctor, nurse, psychologists, community outreach worker)
- B..... Interpretation of conversation between family of patient and service providers (e.g. doctor, nurse, psychologists, community outreach worker)
- C..... Interpretation of conversation between patient/family of patient and administrative personnel (e.g. billing, financial services, benefits programs)
- D. Other interpretation service _____

Translation

- E..... Translation of medical forms
- F. Translation of care instructions
- G. Translation of prescription instructions
- H. Other translation service _____