

Ethical Standards for Health Care Interpreters

Read/follow along:

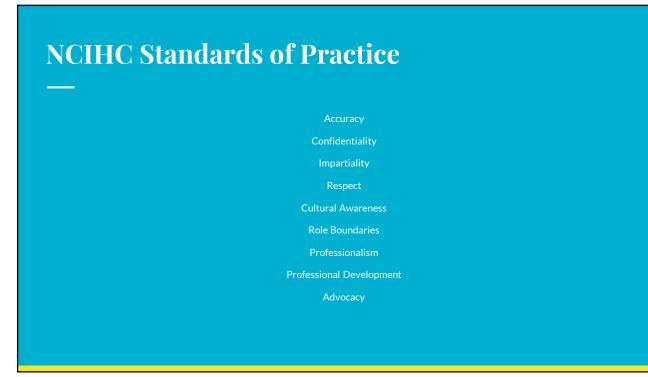
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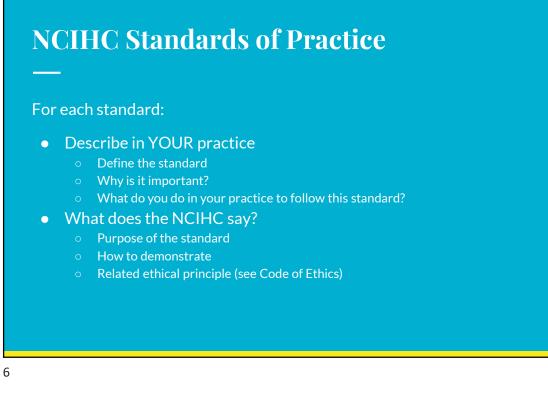
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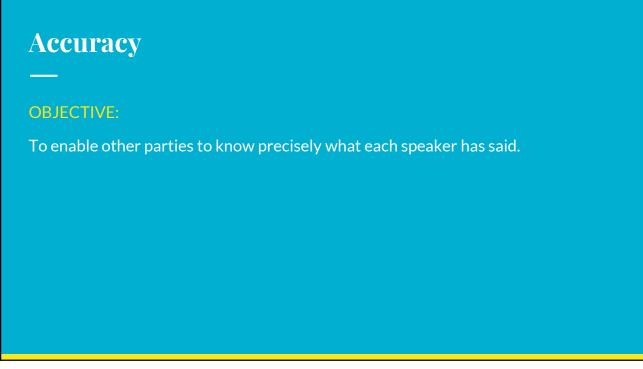


Accuracy

Describe in your own words

- What is advocacy in the context of medical interpreting?
- Why is it necessary?
- What do you do as an interpreter to maintain accuracy?

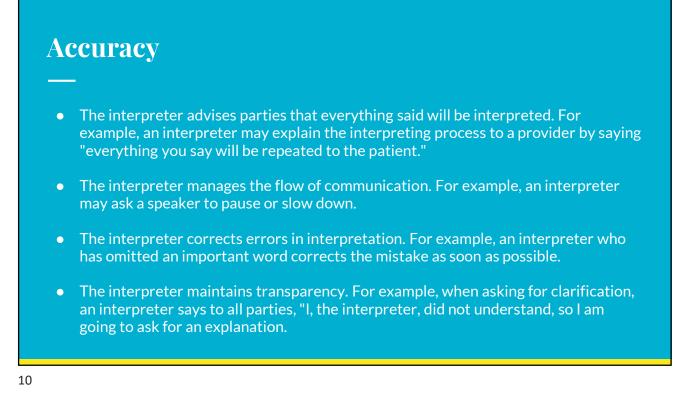
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Accuracy

- The interpreter renders all messages accurately and completely, without adding, omitting, or substituting. For example, an interpreter repeats all that is said, even if it seems redundant, irrelevant, or rude.
- The interpreter replicates the register, style, and tone of the speaker. For example, unless there is no equivalent in the patient's language, an interpreter does not substitute simpler explanations for medical terms a provider uses, but may ask the speaker to re-express themselves in language more easily understood by the other party.





Accuracy

Related ethical principle:

Interpreters strive to render the message accurately, conveying the content and spirit of the original message, taking into consideration the cultural context.

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Confidentiality

OBJECTIVE:

To honor the private and personal nature of the health care interaction and maintain trust among all parties.

Confidentiality

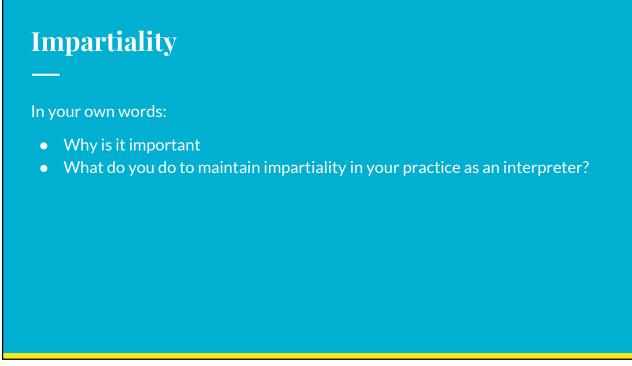
- The interpreter maintains confidentiality and does not disclose information outside the treating team, except with the patient's consent or if required by law. For example, an interpreter does not discuss a patient's case with family or community members without the patient's consent.
- The interpreter protects written patient information in his or her possession. For example, an interpreter does not leave notes on an interpreting session in public view.

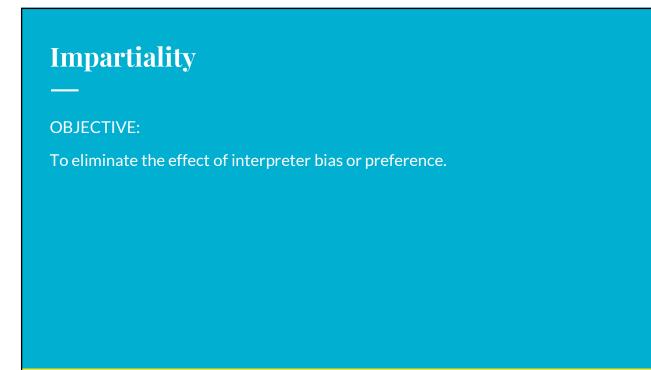
Confidentiality

Related ethical principle:

Interpreters treat as confidential, within the treating team, all information learned in the performance of their professional duties, while observing relevant requirements regarding disclosure

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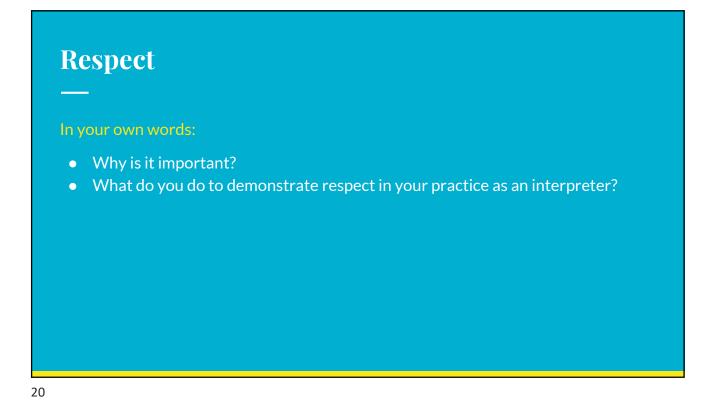


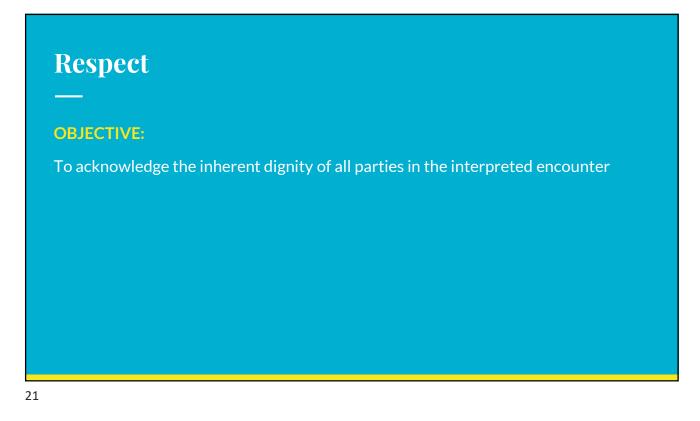
Impartiality

• The interpreter does not allow personal judgments or cultural values to influence objectivity. For example, an interpreter does not reveal personal feelings through words, tone of voice, or body language.

• The interpreter discloses potential conflicts of interest, withdrawing from assignments if necessary. For example, an interpreter avoids interpreting for a family member or close friend.

Impartiality Related ethical principle: Interpreters strive to maintain impartiality and refrain from counseling, advising, or projecting personal biases or beliefs.







- The interpreter uses professional, culturally appropriate ways of showing respect. For example, in greetings, an interpreter uses appropriate titles for both patient and provider.
- The interpreter promotes direct communication among all parties in the encounter. For example, an interpreter may tell the patient and provider to address each other, rather than the interpreter.
- The interpreter promotes patient autonomy. For example, an interpreter directs a patient who asks him or her for a ride home to appropriate resources within the institution.



Related Ethical Principle:

Interpreters treat all parties with respect.

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Cultural Awareness In your own words: • Why is it important? • What do you do to demonstrate cultural awareness in your practice as an interpreter?

Cultural Awareness

OBJECTIVE:

To facilitate communication across cultural differences.

Cultural Awareness

- The interpreter strives to understand the cultures associated with the languages he or she interprets, including biomedical culture. For example, an interpreter learns about the traditional remedies some patients may use
- The interpreter alerts all parties to any significant cultural misunderstanding that arises. For example, if a provider asks a patient who is fasting for religious reasons to take an oral medication, an interpreter may call attention to the potential conflict

Cultural Awareness

Related Ethical Principle:

Interpreters strive to develop awareness of the cultures encountered in the performance of interpreting duties.

Role Boundaries

What are role boundaries in the context of interpreting?

- Why are they necessary?
- What do you do as an interpreter to maintain role boundaries?



Role Boundaries

OBJECTIVE

To clarify the scope and limits of the interpreting role, in order to avoid conflicts of interest.

Role Boundaries The interpreter limits personal involvement with all parties during the interpreting assignment. For example, an interpreter does not share or elicit overly personal information in conversations with a patient. The interpreter limits his or her professional activity to interpreting within an encounter. For example, an interpreter never advises a patient on health care questions, but redirects the patient to ask the provider. The interpreter with an additional role adheres to all interpreting standards of practice while interpreting. For example, an interpreter who is also a nurse does not confer with another provider in the patient's presence, without reporting what is said.

Role Boundaries

Related ethical principle:

The interpreter maintains the boundaries of the professional role, refraining from personal involvement.

Professionalism

In your own words:

- What is professionalism in the context of interpreting?
- Why is it necessary?
- What do you do as an interpreter to demonstrate professionalism?



Professionalism

OBJECTIVE

To uphold the public's trust in the interpreting profession.

Professionalism

- The interpreter is honest and ethical in all business practices. For example, an interpreter accurately represents his or her credentials.
- The interpreter is prepared for all assignments. For example, an interpreter asks about the nature of the assignment and reviews relevant terminology.
- The interpreter discloses skill limitations with respect to particular assignments. For example, an interpreter who is unfamiliar with a highly technical medical term asks for an explanation before continuing to interpret.

Professionalism

- The interpreter avoids sight translation, especially of complex or critical documents, if he or she lacks sight translation skills. For example, when asked to sight translate a surgery consent form, an interpreter instead asks the provider to explain its content and then interprets the explanation.
- The interpreter is accountable for professional performance. For example, an interpreter does not blame others for his or her interpreting errors.
- The interpreter advocates for working conditions that support quality interpreting. For example, an interpreter on a lengthy assignment indicates when fatigue might compromise interpreting accuracy.

Professionalism

- The interpreter shows respect for professionals with whom he or she works. For example, an interpreter does not spread rumors that would discredit another interpreter.
- The interpreter acts in a manner befitting the dignity of the profession and appropriate to the setting. For example, an interpreter dresses appropriately and arrives on time for appointments.

Professionalism Related Ethical Principle Interpreters at all times act in a professional and ethical manner.

Professional Development

In your own words:

- What is professional development in the context of interpreting?
- Why is it necessary?
- What do you do as an interpreter to grow in your profession?



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Professional Development

OBJECTIVE:

To attain the highest possible level of competence and service.

Professional Development

- The interpreter continues to develop language and cultural knowledge and interpreting skills. For example, an interpreter stays up to date on changes in medical terminology or regional slang.
- The interpreter seeks feedback to improve his or her performance. For example, an interpreter consults with colleagues about a challenging assignment.
- The interpreter supports the professional development of fellow interpreters. For example, an experienced interpreter mentors novice interpreters.
- The interpreter participates in organizations and activities that contribute to the development of the profession. For example, an interpreter attends professional workshops and conferences.

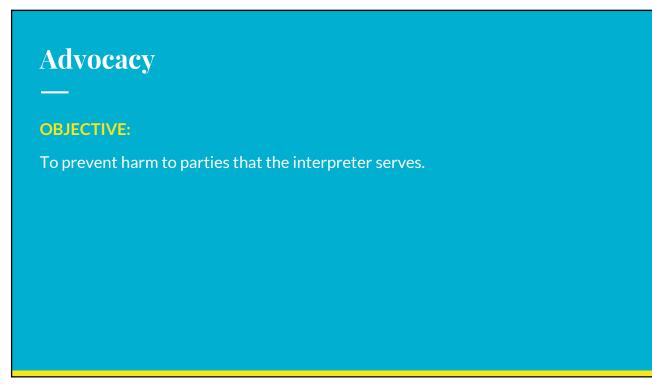
Professional Development

Related ethical principle:

Interpreters strive to further their knowledge and skills, through independent study, continuing education, and actual interpreting practice.

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Advocacy Mat is advocacy in the context of interpreting? • Why is it necessary? • What do you do as an interpreter to grow in your profession?



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Advocacy The interpreter may speak out to protect an individual from serious harm. For example, an interpreter may intervene on behalf of a patient with a life-threatening allergy, if the condition has been overlooked. The interpreter may advocate on behalf of a party or group to correct

• The interpreter may advocate on behalf of a party or group to correct mistreatment or abuse. For example, an interpreter may alert his or her supervisor to patterns of disrespect towards patients.

Advocacy

Related Ethical Principle:

When the patient's health, well-being or dignity is at risk, an interpreter may be justified in acting as an advocate.

Practice Activity: Monitoring Ethics During the Encounter

- Evaluate the interpreter in this scenario according to the NCIHC Ethical Standards
- 0-2 pts for each standard (max of 20 pts)

https://www.youtube.com/watch?v=foT9rsHmS24

Ethical Standard	Score (0-2)	
Accuracy		
Confidentiality		
Impartiality		
Respect		
Cultural Awareness		
Role Boundaries		
Professionalism		
Professional Development		

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Monitoring Adherence to Ethical Standards

- What went well? (full 2 pts)
- What needed improvement? (0-1 pts)
- What didn't we see?

