



Primary Health Interpreting Services for the Auckland Region

ANA, Asian Health Forum
Sorrento
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Agency



Primary Health Interpreting Services for the Auckland region

- PHI services are part of the Auckland Regional Settlement Strategy Health Action Plan to improve access to primary health services for non-English speaking communities.
- PHI services are provided by WDHB, ADHB and CMDHB Health Interpreting Services
- Over 150 languages spoken in the Auckland region
- Non-English speaking population in the Auckland region 53,865 (4.13 % or 2 in every 50 people).



ARSS Migrant Health Programmes for Culturally and Linguistically Diverse Groups

- Primary Health Interpreting Services
- Cultural and Linguistic Diversity (CALD) Cultural Competency Training
- Cultural and Linguistic Diversity (CALD) Child Health and Disability Services
- Asian/ MELAA Research and Evaluation
- CALD resource development



Who can access PHI services ?

Free primary health interpreting services are available to:

- General Practices (including GP consults resthomes)
- All PHO services
 - - Retinal Screening
 - - Psychological services
 - - Podiatrist services
 - - Physiotherapists
 - - Breast screening
- Community based retinal screening services
- Pharmacy Services
- Community Laboratory Services
- Community Radiology Services
- Pre-school and School Oral Health Services
- Plunket Nurses
- Accident & Medical Clinic
- Independent Midwives
- Parent and Family resource centre (for parents and families of children and young people with disabilities)
- Hospices
- Home based support services
- Birthcare
- Arthritis NZ (Auckland region only)
- NZ Family Planning Assoc (Auckland region only)
- Cancer Society (Auckland region only)
- Fertility Associates (Auckland region only)
- Positive Women Incorporated
- Hepatitis Foundation of New Zealand (Auckland region only)



PHI Services provide

- 120 languages
- Accredited interpreters for health care settings
- Telephone interpreting
- On Site Interpreting
- Appointment Confirmation
- Telephone Assignment (checking that clients are taking medications and following instructions for prescribed treatments)
- Translation services
- Primary health providers the service runs Mon-Fri 8.00am-7.00pm
- Accident and Medical clinics the service runs Mon-Sun 8.00am-10pm
- Training for PHO/PCO service users in how to work with interpreters.



Feedback from GPs and clients

- “A patient was referred to a cardiologist. He had been to see his GP without an interpreter and could not explain his symptoms. When he saw the cardiologist with an interpreter his problem was identified as heartburn - if the initial consultation with the GP had had an interpreter, things would have been sorted out more quickly and without referring him to a specialist - better for the patient and less expensive”.
- “I used to have my eldest daughter with me to interpret for me. One day she was not available to go with me. At that time I had an interpreter and I found out about all the information regarding my diabetes which has already been explained before. But my daughter might not get that information. Maybe she doesn't quite understand the health terminology”. (Burmese client)

Primary Health Interpreting Services Newsletter

www.caldresources.org.nz/info/News.php

Auckland Region Primary Health Interpreting Services Newsletter

Providing free interpreting services for primary health providers in the Auckland Region



Issue: August 2011

Welcome to the Primary Health Interpreting Services Newsletter for the Auckland Region

Primary Health Interpreting Services is funded by the Northern DHB Support Agency and is part of the Auckland Regional Settlement Strategy Health Action Plan to improve access to primary health services for non-English speaking communities.

Primary Health Interpreting Service Access Criteria Guidelines:

The criteria for accessing telephone and face to face interpreting services are as follows:

- Telephone interpreting service (TINT) is the default medium for all primary health consultations because of cost and convenience
- Face to Face (site) interpreting service (SINT) will be provided only if sessions or consultations with health professional involves:
 - More than 45 minutes
 - Sign language interpreting
 - Comprehensive health history and complex medical issues
 - Psychological therapies (e.g. counselling, cognitive behaviour therapy)
 - Interventions such as HPV, B4SC, Breast screening, Retinal Screening
 - Refugee and asylum seeker clients who have been in New Zealand for two years or less
 - Medicine review, and interventions in home settings

How to Access the Service...

- **When:** when patients are not able to communicate in English or have a hearing impairment and require an interpreter when making an appointment with their GP or primary care provider
- **Who:** only GPs or primary care providers can book interpreters directly (not the patients) with the interpreter services
 - **How:** (a) For immediate / same day appointments, face to face and telephone interpreters can be booked over the phone
 - (b) For advanced appointments, face to face and telephone interpreters can be booked by fax or via the interpreter service online booking system



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- Community Laboratory Services
- Community Radiology Services
- Community Pre-school Oral Health Education Services
- Plunket Nurses
- Accident & Medical Clinic
- Independent Midwives
- Parent and Family resource centre (for parents and families of children and young people with disabilities)
- Hospices
- Home based support services (ADHB only)
- Birthcare (ADHB only)
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- Cancer Society (Auckland region only)
- Fertility Associates (Auckland region only)
- Positive Women Incorporated

How to register with the Interpreting Services:

Auckland:

- Go to <https://interpreters.adhb.govt.nz> and select ADHB as your Organisation, click Register New User.
- Select Cost Code 01838 from the drop down list.
- Enter your first and last name in the "First Name" field and your organisation in the Last Name field. Add any additional information in the field provided.
- Read the Terms and Conditions and tick the two boxes to acknowledge this.
- You will receive a confirmation e-mail that your new user request has been submitted and you will be notified by the communication method you have chosen once your request has been processed.

Counties Manukau:

- Email phip@cmdhb.org.nz
- Request registration form
- Contact Jane Crown: Primary & Community Health Interpreting Co-ordinator on 09 276 0044 x 4757

Waitemata:

- Go to <http://www.watis.org.nz> and click User Registration
- Select your Organisation name from the drop down list and click Start Register (if you are not able to find your organisation name email watis@waitematadhb.govt.nz)
- Enter your service details
- Read the Terms and Conditions and tick the three boxes to acknowledge this.
- You will receive a confirmation e-mail that your new user request has been submitted and you will be notified by the communication method you have chosen once your request has been processed.

Improved access to interpreters in primary care will ultimately lead to a reduction in more serious and complex presentations to both primary and secondary services, - and greater satisfaction for all.

For more information contact:

- **Waitemata Auckland Translation and Interpreting Services**
Call centre: 0800 887 785 Fax: (09) 486 8307 Email: watis@waitematadhb.govt.nz
Website: <http://www.watis.org.nz>
- **Counties Manukau District Health Board Interpreting and Translation Service**
Call centre: 0800 744 735 Fax: (09) 276 0198 Email: phip@cmdhb.org.nz
- **Auckland District Health Board Interpreting Service**
Call centre: (09) 630 9943 Fax: (09) 623 4695 Email: phip@adhb.govt.nz
Website: <https://interpreters.adhb.govt.nz>



What's so good about using Interpreters?

What do consumers think?*

- 97% of consumers indicated they were more likely to go to the doctor when unwell if an interpreter was available
- All groups surveyed commented that using a trained interpreter resulted in improved communication and understanding between consumers and clinicians
- Consumers rated "Access to free interpreters" highly
- 96% stated that they are more likely to go to the doctor when they are sick and 78% stated that they were more likely to go for a check-up, knowing that they can access a free interpreter

What do health practitioners think?

- Improved clinical safety was identified by both general practitioners and practice nurses as the main reason for using trained interpreters
- General Practitioners have much more confidence in the accuracy of their diagnoses, are more likely to offer preventative services, such as cervical screening, and are less likely to prescribe antibiotics for probable viral infections
- The use of the service results in improved patient safety, both within the consultation and by the greater use of both GP and preventative health services

*Evaluation results from the Interpreting Pilot Dec 2010

