

Services for Culturally and Linguistically diverse patients

Prince of Wales Hospital

Demographics

Approx 40% of POWH admissions were born in non-English speaking countries of birth. Approx 8% require an interpreter to communicate. These are a mandatory questions we ask patient who are first admitted to Hospital. You can find this information on EMR under Patient Summaries.

It is important to be able to clearly communicate with all patients – any barriers risk miscommunication and adverse events. We cannot use family, friends or staff to interpret when patients have poor English language literacy or are deaf. We cannot use Google Translate to translate health care information. We must use interpreters.

Services	How to contact
<p>Sydney Health Care Interpreter Service Pre-booked telephone, face to face or videoconference interpreters This is for appointments in a few days' time. They can also translate up to 500 words for individual patient care i.e. assessment reports, patient notes etc.</p>	<p>Book via: Calling: 1800 477 233 and follow the phone prompts. OR Use online form available here: https://slhd.health.nsw.gov.au/sydney-health-care-interpreter-service/book-interpreter And email it to address on form. They will email you back with the booking confirmation.</p>
<p>Translation and Interpreting Service (TIS) National Immediate phone interpreters</p>	<p>Call: 1300 655 030 and follow the phone prompts You will need to provide:</p> <ul style="list-style-type: none"> • POWH Client code: C 024 360 • The ward Cost Centre.
<p>More information on interpreters</p> <ul style="list-style-type: none"> - On the POWH intranet: http://seslhdweb.seslhd.health.nsw.gov.au/POWH/Diversity_Health/interpreters.asp - <u>NSW Standard Procedure for the Use of Health Care Interpreters</u> provides detailed information about using interpreters, and the situations in which they must be used. 	

<p>CALD Assist app An App for your device (Apple and android) that has over 150 translated phrases for use in the Hospital setting. Developed by CSIRO and Western Health.</p>	<p>Each ward has an iPad with the app available – ask your nurses/ward clerks. You can download on your device using your app store.</p>
<p>Translated health information Available from the following databases:</p> <ul style="list-style-type: none"> • NSW Government Multicultural Health Communication Service • NSW Government Translated Health Resources for Refugee Communities • Victoria Government Health Translations 	

For further information on Diversity Health, please visit our POWH Intranet here:
http://seslhdweb.seslhd.health.nsw.gov.au/POWH/Diversity_Health/default.asp