Decision making tree for engaging an interpreter

- Does the person have limited English language proficiency?
- Is the person deaf or hard of hearing?

Language proficiency can be determined by:

- asking the person
- using a **telephone interpreter** at front desk/reception
- using an 'I need an interpreter card'
- referring to details on GP/clinical/service referral (if available)

No → No interpreter required

Yes → Is an interpreter needed and can an appointment be scheduled?

Yes → Is an interpreter needed **immediately?**

Yes → **It's an Emergency**

Deal with the emergency in accordance with WA Health operational procedures.

To obtain immediate interpreted information, you may use:

- a telephone interpreter
- staff with Language other than English (LOTE)
- accompanying adult or family member over the age of 18 years.

Staff must engage tertiary qualified or a NAATI credentialed interpreter as soon as possible.

Yes → Does the person decline to use an interpreter?

Yes → Attempts should be made to understand and address concerns about using an interpreter and to explain why it is important to engage a tertiary qualified or NAATI credentialed interpreter through a:

- staff with language other than English (LOTE)
- family member or adult over the age of 18

After the explanation, does the person agree to use an interpreter?

Yes → Confirm language and identify preferred interpreting option e.g. telephone, face to face or Video Remote Interpreting (VRI)

No → Book an interpreter. Always use a tertiary qualified or NAATI credentialed interpreter. In the booking state:

- patient details/UMRN
- language/dialect
- time, place and length of appointment
- staff member details

No → **In all cases**

Document all details related to language services in the consumer medical record, including:

- engagement of interpreters
- the reasons and steps taken when a consumer:
  - declines to work with a tertiary qualified or NAATI credentialed interpreter
  - requests to use family, carer, relative or trusted adult/friend
  - requests to be matched/not to be matched with a specific interpreter.

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