



WORKING EFFECTIVELY WITH CULTURAL MEDIATORS

- *Speak and look at the patient, not at the interpreter*
 - *Use a triangular seating arrangement*
 - *Ask the interpreter to relay information verbatim (accurately)*
 - *Use simple constructed sentences*
 - *Avoid technical language*
 - *Speak slowly and pause between sentences*
 - *Ask only one question at a time*
 - *Allow the cultural mediator to explain the socio-cultural issues underlying the symptoms expressed by the patient*
 - *Check for understanding by asking the patient to describe how they would follow the instructions*
- or*
- *How they will take the prescribed medications (using the “teach-back” method)*

GENTLY REMIND THE INTERPRETER WHEN HE/SHE IS HAVING A CONVERSATION WITH THE CLIENT THAT DOES NOT APPEAR TO BE RELAYING INFORMATION IN A VERBATIM (ACCURATE) MANNER