

# Communicating across cultures

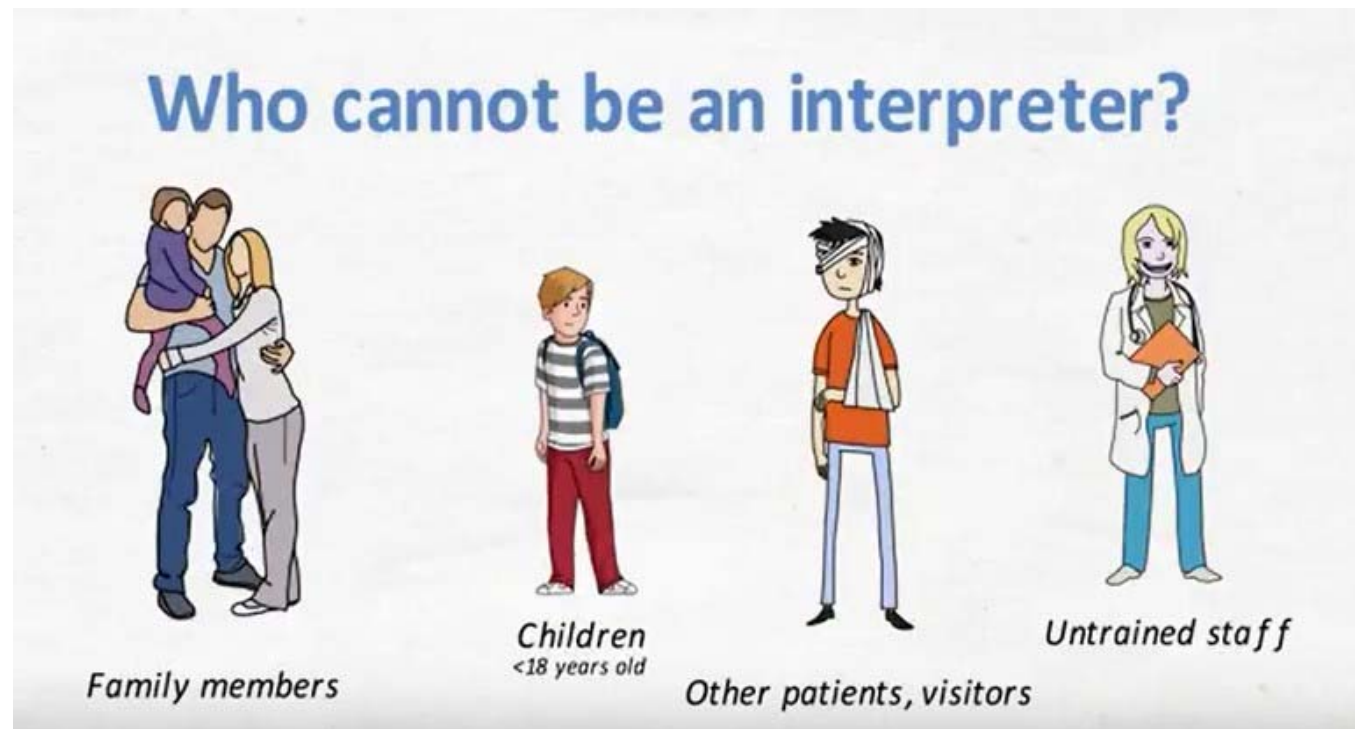
## When to use interpreters

- If patient does not speak English (and you do not fluently speak their language) it is recommended that you use a qualified interpreter
- Some clients may speak a bit of English but may not understand more complex discussions
- It is particularly important when:
  - Seeking informed consent
  - In a crisis
  - Dealing with complexity
  - Assessing patient/client compliance/capacity



## Common traps

Family or friends, Google Translate, untrained staff



# Translating and Interpreting Services (TIS)

The following can access the [Free Interpreting Service](#) to provide services to anyone in Australia who has a Medicare card:

- **Private medical practitioners:** delivering Medicare rebateable services in private practice.

*Nurses, admin and other practice support staff can also access the service when working with the medical practitioner.*

- **Pharmacies:** to provide community pharmacy services
- And others including NGOs, real estate agencies...

131 450



# Doctors Priority Line

**1300 131 450**

- For private medical practice staff only
- 24 hours, 7 days a week
- Your call will be prioritised over others in the queue and a phone interpreter will usually be provided within a few minutes



# Challenges

- Health care is a complex issue which can be complicated by other factors:
  - Language barriers
  - Low literacy in first language and low health literacy
  - Health service navigation issues
  - Cultural barriers- different health beliefs, lack of culturally safe services



# Culture and health

- There is no doubt that culture plays a large role in shaping each individual's health-related values, beliefs, and behaviours
- Individualistic vs collective
- Poorly handled cross-cultural issues often result in negative outcomes, delays in obtaining informed consent, misunderstanding, and lower quality of care

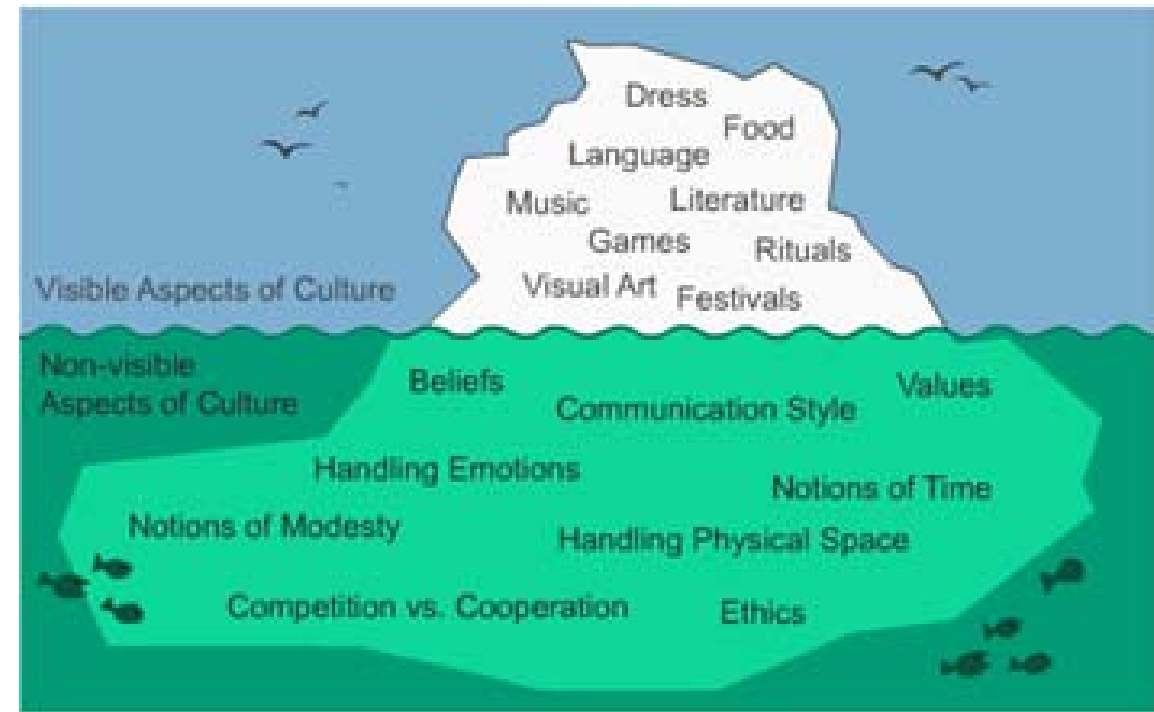
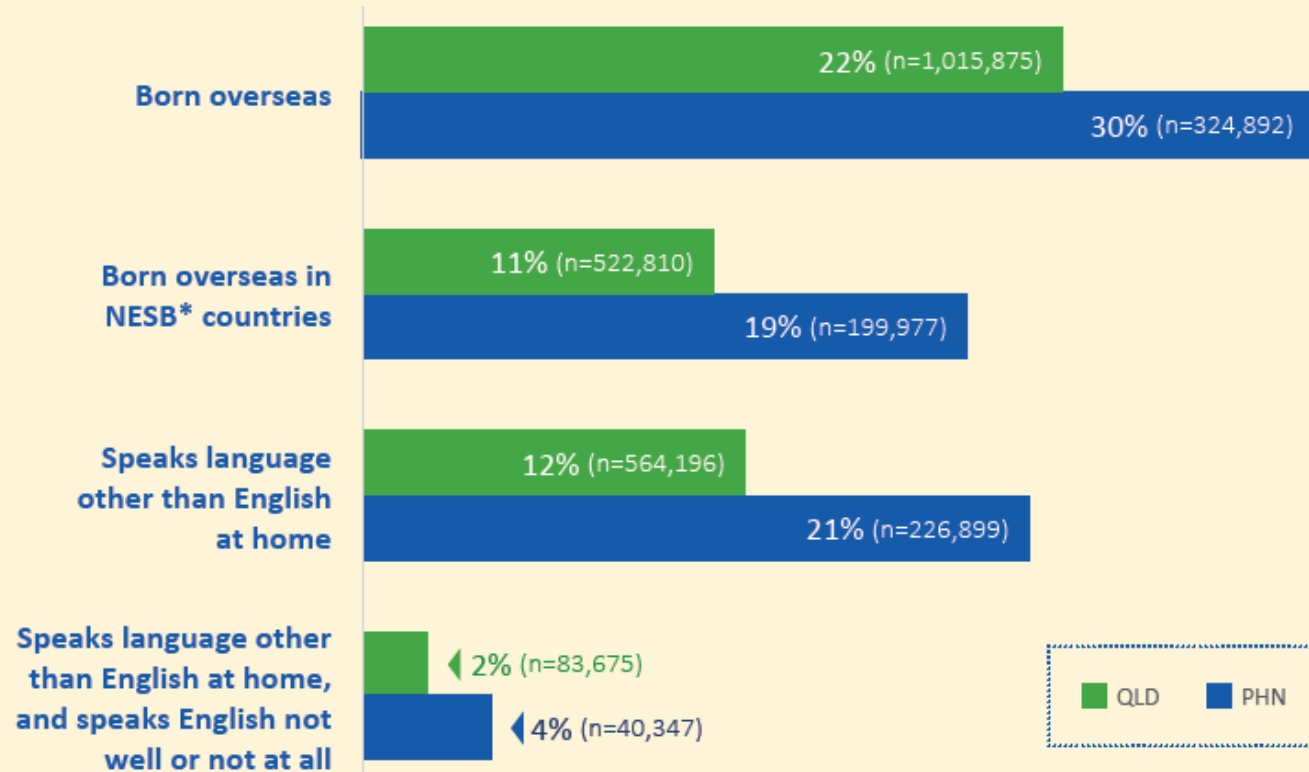


Figure 8. People from multicultural backgrounds in Brisbane South PHN region and Queensland, 2016



\*NESB - non-English speaking background

Source: Queensland Government Statistician's Office. 2017. "Queensland regional profiles".





## Brisbane South PHN Multicultural Health Program

- Refugee Health Connect
- One point of call- **3864 7580**
- Practice visits
- Clinical leads
- Resources
- Clinical education
- Cross cultural education (face to face and soon online)
  
- Interpreting for Allied Health Program
  
- Improving Health Literacy for CALD Communities



## Resources

Brisbane South PHN [www.bsphn.org.au/programs/multicultural-health/](http://www.bsphn.org.au/programs/multicultural-health/)

[Refugee Health Network Queensland](#) –refugee health resources (clinical and administration), translated resources for clients, information about refugee health services in QLD, links to upcoming education, videos of past education and more

[Australian Refugee Health Practice Guide](#) -a resource to support doctors, nurses and other primary care providers to deliver comprehensive, evidence informed health care for people from refugee backgrounds including people seeking asylum.

[Working with patients when there are language barriers](#) – a guide to accessing and using the Translating and Interpreting Service (TIS) National for primary care health professionals working in private practice



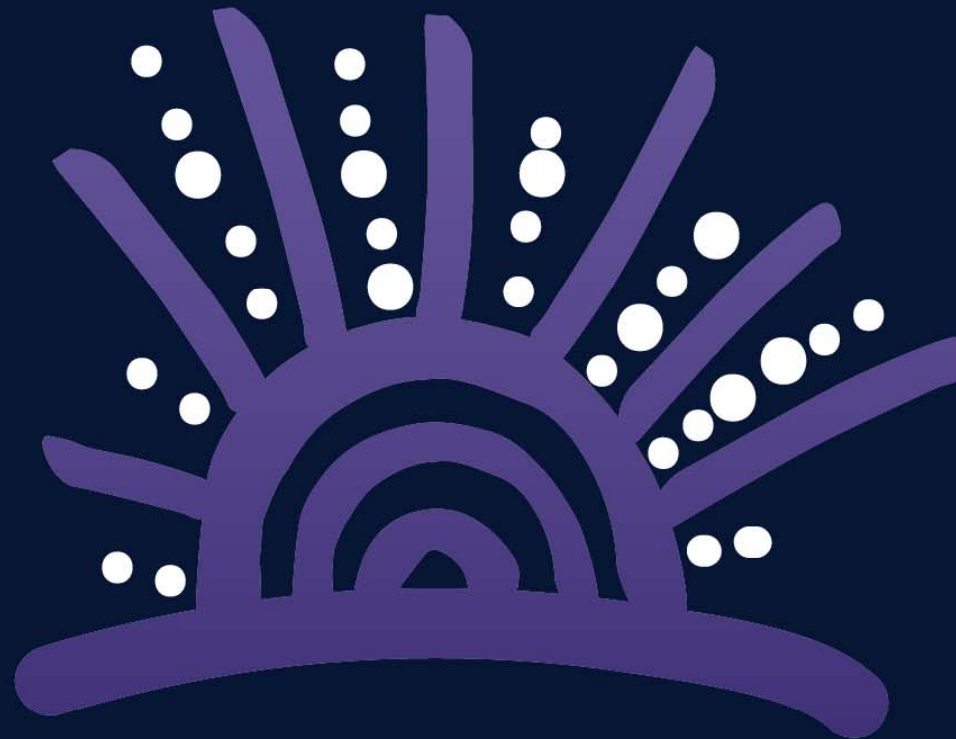
## Resources

Appointment Reminder Translation Tool

[www.swslhd.health.nsw.gov.au/refugee/appointment/](http://www.swslhd.health.nsw.gov.au/refugee/appointment/)

Cultural Atlas [culturalatlas.sbs.com.au/](http://culturalatlas.sbs.com.au/)





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