

Volunteer Medical Interpreter Position Description

Description

Volunteer medical interpreters facilitate communication between patients whose primary language is not English and medical providers and clinic staff. The volunteer interpreter's primary role is that of conduit, accurately and completely interpreting everything that is said by both providers/clinic staff and patients throughout a patient's medical visit. Every interpreter is required to attend a training, preferably in person, but possibly online, before they start volunteering.

The interpreter will primarily use consecutive interpretation mode during patient interactions and may, depending upon target language, be asked to sight translate Open Door Clinic documents and/or health education materials.

Duties/Responsibilities

- Maintain patient confidentiality as outlined in ODC's Confidentiality Policy
- Interpret patient/clinic staff interactions accurately and completely, changing or omitting nothing
- Sight translate ODC documents and health education materials as necessary
- Assist patients with new patient intake forms and processes
- Assist in updating patient information as requested by ODC staff
- Ask for assistance and clarification when challenges or questions arise
- Adhere to ethical standards of interpreting as outlined in training materials
- Refrain from engaging in external patient relationships during clinic hours/while onsite and while interpreting at external appointments
- Arrive to appointments/clinics on time and ready to interpret
- When interpreting at clinic, check in with ODC staff for assignments/overview of the clinic's interpreting case load upon arrival
- Wear ODC volunteer nametag throughout each interpretation session
- Follow the business casual dress code when volunteering
- Submit any questions, concerns, problem and feedback to ODC Patient Services Coordinator after each offsite interpretation session if needed
- Advise ODC's Patient Services Coordinator as soon as possible if you should need to cancel an interpreting session for which you have been scheduled
- Contact Patient Services Coordinator for scheduling and with any concerns/questions

Volunteer Interpreter Requirements

- Complete medical interpreter training session
- English and target language fluency
- High degree of professionalism and ability to establish and maintain appropriate boundaries
- Understanding of and ability to maintain patient confidentiality

