



Developed by Cross Cultural Communication Systems

C stands for Confidentiality.

Interpreters sign confidentiality agreements but reiterating this at the beginning of each session helps build trust with the patient. Providers should be sure to notify clients when they may be obligated to report information to a third party.

Also clarified here is the protocol regarding written notes an interpreter might take during the session. Notes will be shredded or disposed of in a secure bin immediately following a session.

I stands for “I use first person.”

Interpreters speak in first-person. This cuts down on confusion, provides a more accurate interpretation and allows for genuine dialogue between the client and provider.

F stands for Flow.

The interpreter might ask for clarification during a session or ask the provider or client to slow down. If a session lasts more than 30 minutes, the interpreter might request a break. Providers can empower interpreters at the beginning of a session by saying, “You control the flow of the this meeting. If I’m going too fast, slow me down. If you don’t understand something, or the client doesn’t understand something, ask me to clarify.”

E stands for “Everything with be interpreted.”

The interpreter interprets everything that is said, including intercom announcements, side conversations, phone calls and swear words.