

## INTERNATIONAL CONGRESS ON GLOBAL HEALTHCARE

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**Interviews with people involved in Healthcare Interpretation****Keiko Hattori***Higashimatsuyama Saitam, Japan*

The semi-structured interviews with the four persons (A) to (D). A is a physician, holding a position of the director of a healthcare interpreting organization and practically using healthcare interpreters in the medical settings. B is a director of a healthcare interpreting organization. C is a healthcare interpreter (Portuguese - Japanese), also acting as the chief of an organization for supporting foreign patients. D is a healthcare interpreter (English - Japanese) belonging to a healthcare interpreting organization.

The author classified the transcribed data into the following three categories: 1) interpreter's conducts regarded as patient advocacy; 2) negative views of the interpreter's advocacy; and 3) prospects for the interpreter's advocacy. The standards for healthcare interpreters formulated by Japan Association of Medical Interpreters do not specify advocacy as the healthcare interpreter's role, and mention that it is left to the judgment of individual healthcare interpreters whether to act as an advocate or not.

For patient advocacy, the healthcare interpreters need sufficient knowledge, skills and experience as the medical professionals. In light of the current circumstances of the healthcare interpreters, the author concludes that it may be too early for the healthcare interpreters to be entitled to advocacy for foreign patients. Most importantly, we need to establish the official qualification system for creating professional healthcare interpreters, and improve the training system for increasing the professional skilled healthcare interpreters. The training is necessary not only for the healthcare interpreters, but also for the healthcare providers. The healthcare providers are also required to understand the roles of healthcare interpreter, learn how to use the healthcare interpreter in the medical settings, and explore the problem of advocacy of foreign patients.

**Biography**

Keiko Hattori has a master's degree in intercultural communication. She is studying communication problems for foreign patients and medical problems for foreigners. She teaches international nursing at the College of Nursing.

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