

DECALOGUE OF GOOD PRACTICES

INTERCULTURAL MEDIATION IN HEALTHCARE

TRAINING

1

Knowing two languages or cultures is not enough. Professionals can be trained in translation & interpreting, psychology, social work, social integration, or social education, and they can specialize in mediation.



COMPETENCES

2

Handling **jargon and socio-health procedures**, knowing how to document oneself and transfer non-verbal language. Mastering interpreting **strategies and modalities**, note-taking and short-term memory. Familiarizing oneself with the mediation process and **conflict resolution** techniques.

DUTIES

3

- ✓ Linguistic interpreting, fostering bonds and autonomy, facilitating resources, resolving conflicts and helping people recognize their rights.
- ✗ Facilitating medical information without the presence of a healthcare professional, performing the duties of a social worker or a therapist, doing written translations.



BEFORE THE APPOINTMENT

4

If you are a mediator...

- Introduce yourself and explain your role.
- Don't improvise, prepare your intervention.
- Confirm that both parties authorize your presence.

If you work with mediators...

- Identify who needs the service and register them.
- Schedule a little more time for the appointment.
- Talk to the mediators to give them the patient's medical history and set objectives.



DURING THE APPOINTMENT

5

If you are a mediator...

- Speak in the first person, avoid using "they said that...".
- Interpret everything that is said.
- Interrupt only when strictly necessary.

If you work with mediators...

- Address patients directly, avoid using "tell them that...".
- Avoid the use of idioms, jargon and abbreviations.
- Speak in short sentences, express one idea at a time.
- Wait for the mediators to finish before starting the next sentence.

AFTER THE APPOINTMENT

6

If you are a mediator...

- Confirm that the information arrives with open-ended questions.
- Analyse the intervention and identify areas for improvement.

If you work with mediators...

- Confirm that the information arrives with open-ended questions and summarize the key points.
- Speak with the mediators to acquire more detailed information and improve the next intervention.



PROFESSIONAL ETHICS

7

The interpretation must be **accurate and faithful**. Do not omit or add information (if it is essential, you must inform the parties present). **Confidentiality**. **Impartiality**, except for when the rights of one of the parties are violated. **Neutrality**. Avoid giving advice or sharing your personal opinions but maintain empathy.

WORKING WITH NON-PROFESSIONALS

8

People without proper training who speak the language are not valid resources, and the same applies to tools like Google Translate. However, if you have no other option, ensure the following: **confirm independently that the patient consents** to their presence, inform them of the obligation to **maintain confidentiality**, simplify the language used, and verify that the information is accurately conveyed.

MORE INFORMATION
HERE

ACCEPTED MODALITIES

9



By telephone, we limit ourselves to the interpreting function and it is called **telephone interpreting**.



REMOTE INTERPRETING AND MEDIATION

10

The same standards and protocols as points 4, 5 and 6 apply. An environment as close as possible to that of the consulting room should be recreated, ensuring there is no noise or visual distractions, and that confidentiality is safeguarded.

