



L.A. Care

HEALTH PLAN®

For A Healthy Life



Section C:

Crossing Barriers: Communication Across Language Barriers

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This section offers resources to help health care providers identify the linguistic needs of their Limited English Proficient (LEP) patients and strategies to meet their communication needs.

Research indicates that LEP patients face linguistic barriers when accessing health care services. These barriers have negative impacts on patient satisfaction and knowledge of diagnosis and treatment.

Patients with linguistic barriers are less likely to seek treatment and preventive services. This leads to poor health outcomes and longer hospital stays.

This section contains useful tips and ready-to-use tools to help remove the linguistic barriers and improve the linguistic competence of health care providers. The tools are intended to assist health care providers in delivering appropriate and effective linguistic services, which leads to:

- Increased patient health knowledge and compliance with treatment
- Decreased problems with patient-provider encounters and increased patient satisfaction
- Increased appropriate utilization of health care services by patients
- Potential reduction in liability from medical errors

The following materials are available in this section:

- Language Services: The Key to Patient Engagement
- Tips for Working with Limited English Proficient Patients
- Tips for Communicating Across Language Barriers
- Tips for Locating Interpreter Services
- Tips for Working with Interpreters
 - Telephonic Interpreters
 - On-Site (In-Person) Interpreters
- Common Signs in Multiple Languages
- Common Sentences in Multiple Languages



Language Services: The Key to Patient Engagement

Where do I start?

Check out the Q&A below to learn more...

Why does my office need a language service plan?

Clear communication is the absolute heart of medical practice. Seven out of ten surveyed physicians indicated that language barriers represent a top priority for the health care field⁵. Unaddressed barriers can:

- Compromise quality of care
- Result in poor outcomes
- Have legal consequences
- Increase litigation risk

Where do I start?

Get Ready:

- Gather your team
- Make a commitment
- Identify needs

Get Set: identify resources

Go: pull it all together, implement, evaluate, plan for the future

What language service needs should I begin to identify?

Keep it simple and write down:

- What you know about your patient demographics
- What you already do to provide language services
- Where you can grow and strengthen your language services

Where can I find resources?

- Providing Language Services
- Incorporating Interpreter Services
- Self-assessment checklist
- Language Access Assessment and Planning Tool

Get Ready, Get Set, Go!

Get ready!

- Identify a designee or small team and commit to improve your capacity to serve individuals with limited English proficiency (LEP)
- Identify the most common languages of LEP patients you serve
- Create a checklist of what is already in place related to: interpreters, qualified bilingual staff and translated materials
- Document what needs to be enhanced

Get set!

- Review resources and identify those most useful for your office

Go!

- Create plan, implement, evaluate and plan for the future:
- Staff training on language service plan and cultural competency

⁵Wirthlin Worldwide 2002 RWJF Survey

Tips for Working with Limited English Proficient Patients

Who is a LEP patient?

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English, may be considered limited English proficient (LEP).

How to identify a LEP patient over the phone?

- Patient is quiet or does not respond to questions
- Patient simply says yes or no, or gives inappropriate or inconsistent answers to your questions
- Patient may have trouble communicating in English or you may have a very difficult time understanding what they are trying to communicate
- Patient self identifies as LEP by requesting language assistance

Tips for working with LEP patients and how to offer interpreter services

- Patient speaks no English and you are unable to discern the language
- Connect with contracted telephonic interpreting vendor to identify language needed
- Patient speaks some English:
 - Speak slowly and clearly.
 - Do not speak loudly or shout.
 - Use simple words and short sentences.
- How to offer interpreter services:

“I think I am having trouble with explaining this to you, and I really want to make sure you understand. Would you mind if we connected with an interpreter to help us? Which language do you speak?”

OR

“May I put you on hold? I am going to connect us with an interpreter.” (If you are having a difficult time communicating with the patient)

Best practice to capture language preference

For LEP patients it is a best practice to capture the patient’s preferred language and record it in the patient data system.

“In order for me (or Health Plan) to be able to communicate most effectively with you, may I ask what your preferred spoken and written language is?”

Tips for Communicating: Across Language Barriers

Limited English Proficient (LEP) patients are faced with language barriers that undermine their ability to understand information given by healthcare providers as well as instructions on prescriptions and

medication bottles, appointment slips, medical education brochures, doctor's directions, and consent forms. They experience more difficulty (than other patients) processing information necessary to care for themselves and others.

Tips to Identify a Patient's Preferred Language

- Ask the patient for their preferred spoken and written language.
- Display a poster of common languages spoken by patients; *and*
- Ask patients to point at the poster to their language of preference.
- Post information relative to the availability of interpreter services.
- Make available and encourage patients to carry "I speak..." or "Language ID" cards.

(Note: Many phone interpreter companies provide language posters and cards at no charge.)

Tips to Document Patient Language Needs

For all Limited English Proficient (LEP) patients, document preferred language in paper and/or electronic medical records.

- Post color stickers on the patient's chart to flag when an interpreter is needed.
(*e.g., Orange =Spanish, Yellow=Vietnamese, Green=Russian*).

Tips to Assessing Which Type of Interpreter to Use

- Telephone interpreter services are easily accessed and available for short conversations or unusual language requests.
- Face-to-face interpreters provide the best communication for sensitive, legal or long communications.
- Trained bilingual staff provides consistent patient interactions for a large number of patients.
- For reliable patient communication, avoid using minors and family members.

Tips to Overcome Language Barriers

Use Simple Words	<ul style="list-style-type: none">• Avoid jargon and acronyms• Provide educational material in the languages your patients read• Limit/avoid technical language
Speak Slowly	<ul style="list-style-type: none">• Do not shout, articulate words completely• Use pictures, demonstrations, video or audiotapes to increase understanding• Give information in small chunks and verify comprehension before going on
Repeat Information	<ul style="list-style-type: none">• Always confirm patient's understanding of the information - patient's logic may be different from yours

Tips for Locating Interpreter Services

Steps you need to take to locate interpreter services:

1. Identify the languages spoken by your patients, and
2. Identify the language services available to meet these needs.

For example:

Languages spoken by my patients	Resources to help me communicate with patients
Spanish	Certified bilingual staff
Armenian	Telephone interpreter or in-person interpreter

Identify the language capabilities of your staff

(See *Employee Language Skills SelfAssessment* on p. 7)

- Keep a list of available certified bilingual staff that can assist with LEP patients on-site.
- Ensure the competence of individuals providing language assistance by formally testing with a qualified bilingual proficiency testing vendor. Certified interpreters are HIPAA compliant.
- Do Not: Rely on staff other than certified bilingual/multilingual staff to communicate directly with individuals with limited English proficiency.
- Do Not: Rely on a minor child to interpret or facilitate communication, except in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no qualified interpreter for the individual with limited English proficiency immediately available. **IF you use a minor, document the reason a minor was used.**

Identify available services and do Not require an individual with limited English proficiency to provide his/her own interpreter

- Ask all health plans you work with if and when they provide interpreter services, including American Sign Language interpreters, as a covered benefit for their members.
- Identify community based qualified interpreter resources.
- Create and provide to your staff policies and procedures to access interpreter services.
- Keep an updated list of specific telephone numbers and health plan contacts for language services.
- If you are coordinating interpreter services directly, ask the agency providing the interpreter how they determine interpreter quality.
- 711 relay services are available to assist in basic communication with deaf or hard of hearing patients. In some areas services to communicate with speech impaired individuals may also be available.

California law requires that health plans and insurers offer free interpreter services to both limited English proficient (LEP) patients and health care providers and also ensure that the interpreters are professionally trained and are versed in medical terminology and health care benefits.

For further information, you may contact the National Council on Interpretation in Health Care, the Society of American Interpreters, the Translators & Interpreters Guild, the American Translators Association, or any local Health Care Interpreters association in your area.

Tips for Working with Interpreters

Telephonic Interpreters^{6,7}

- Tell the interpreter the purpose of your call. Describe the type of information you are planning to convey.
- Enunciate your words and try to avoid contractions, which can be easily misunderstood as the opposite of your meaning, e.g., “can’t - cannot.”
- Speak in short sentences, expressing one idea at a time.
- Speak slower than your normal speed of talking, pausing after each phrase.
- Avoid the use of double negatives, e.g., “If you don’t appear in person, you won’t get your benefits”. Instead, “You must come in person in order to get your benefits.”
- Speak in the first person. Avoid the “he said/she said.”
- Avoid using colloquialisms and acronyms, e.g., “MFII.” If you must do so, please explain their meaning.
- Provide brief explanations of technical terms, or terms of art, e.g., “Spend-down” means the client must use up some of his/her monies or assets in order to be eligible for services.”
- Pause occasionally to ask the interpreter if he or she understands the information that you are providing, or if you need to slow down or speed up in your speech patterns. If the interpreter is confused, so is the client.
- Ask the interpreter if, in his or her opinion, the client seems to have grasped the information that you are conveying. You may have to repeat or clarify certain information by saying it in a different way.
- ABOVE ALL, BE PATIENT with the interpreter, the client and yourself! Thank the interpreter for performing a difficult and valuable service.
- The interpreter will wait for you to initiate the closing of the call and will be the last to disconnect from the call.

When working with an interpreter over a speakerphone or with dual head/handsets, many of the principles of on-site interpreting apply. The only additional thing to remember is that the interpreter is “blind” to the visual cues in the room. The following will help the interpreter do a better job.

When the interpreter comes onto the line let the interpreter know the following:

- Who you are
- Who else is in the room
- What sort of office practice this is
- What sort of appointment this is

For example, “Hello interpreter, this is Dr. Jameson, I have Mrs. Dominguez and her adult daughter here for Mrs. Dominguez’ annual exam.”

- Give the interpreter the opportunity to introduce himself or herself quickly to the patient.
- If you point to a chart, a drawing, a body part or a piece of equipment, describe what you are pointing to as you do it.

⁶“Limited English Proficiency Plan,” Minnesota Department of Human Services: Helpful hints for using telephone interpreters (page 6).

⁷“Addressing Language Access Issues in Your Practice - A Toolkit for Physicians and Their Staff Members,” California Endowment website.

On-Site (In-Person) Interpreters⁸

- Hold a brief meeting with the interpreter beforehand to clarify any items or issues that require special attention, such as translation of complex treatment scenarios, technical terms, acronyms, seating arrangements, lighting or other needs.
- For face-to-face interpreting, position the interpreter off to the side and immediately behind the patient so that direct communication and eye contact between the provider and patient is maintained.
- For American Sign Language (ASL) interpreting, it is usually best to position the interpreter next to you as the speaker, the hearing person or the person presenting the information, opposite the deaf or hard of hearing person. This makes it easy for the deaf or hard of hearing person to see you and the interpreter in their line of sight.
- Be aware of possible gender conflicts that may arise between interpreters and patients. In some cultures, males should not be requested to interpret for females.
- Be attentive to cultural biases in the form of preferences or inclinations that may hinder clear communication. For example, in some cultures, especially Asian cultures, “yes” may not always mean “yes.” Instead, “yes” might be a polite way of acknowledging a statement or question, a way of politely reserving one’s judgment, or simply a polite way of declining to give a definite answer at that juncture.
- Greet the patient first, not the interpreter.
- During the medical interview, speak directly to the patient, not to the interpreter: “Tell me why you came in today” instead of “Ask her why she came in today.”
- A professional interpreter will use the first person in interpreting, reflecting exactly what the patient said: e.g. “My stomach hurts” instead of “She says her stomach hurts.” This allows you to hear the patient’s “voice” most accurately and deal with the patient directly.
- Speak at an even pace in relatively short segments; pause often to allow the interpreter to interpret. You do not need to speak especially slowly; this actually makes a competent interpreter’s job more difficult.
- Don’t say anything that you don’t want interpreted; it is the interpreter’s job to interpret everything.
 - If you must address the interpreter about an issue of communication or culture, let the patient know first what you are going to be discussing with the interpreter.
 - Speak in: Standard English (avoid slang)
 - Layman’s terms (avoid medical terminology and jargon)
 - Straightforward sentence structure
 - Complete sentences and ideas
- Ask one question at a time.
 - Ask the interpreter to point out potential cultural misunderstandings that may arise. Respect an interpreter’s judgment that a particular question is culturally inappropriate and either rephrase the question or ask the interpreter’s help in eliciting the information in a more appropriate way.
- Do not hold the interpreter responsible for what the patient says or doesn’t say. The interpreter is the medium, not the source, of the message.
- Avoid interrupting the interpretation. Many concepts you express have no linguistic or conceptual equivalent in other languages. The interpreter may have to paint word pictures of many terms you use.
- This may take longer than your original speech.
- Don’t make assumptions about the patient’s education level. An inability to speak English does not necessarily indicate a lack of education.
- Acknowledge the interpreter as a professional in communication. Respect his or her role.

⁸“Addressing Language Access Issues in Your Practice - A Toolkit for Physicians and Their Staff Members,” California Endowment website.

Common Signs in Multiple Languages

You may use this tool to mark special areas in your office to help your Limited English Proficient (LEP) patients. It is suggested that you laminate each sign and post it.

English	Welcome
Arabic	أهلاً وسهلاً
Armenian	Բարի գալուստ
Chinese	歡迎
Farsi	خوش آمدید
Khmer	ស្វាគមន៍
Korean	환영합니다
Russian	Добро пожаловать
Spanish	Bienvenido
Tagalog	Tuloy po kayo
Vietnamese	Chào mừng

English	Enter
Arabic	دخول
Armenian	Մուտք
Chinese	入口
Farsi	ورود
Khmer	ចូល
Korean	입구
Russian	Вход
Spanish	Entrada
Tagalog	Pasukán
Vietnamese	Đi vào

English	Registration
Arabic	التسجيل
Armenian	Գրանցում
Chinese	報到
Farsi	ثبت نام
Khmer	កាន់ចុះឈ្មោះ
Korean	등록
Russian	Регистратура
Spanish	Inscripción
Tagalog	Pagpaparehistro
Vietnamese	Đăng ký

English	Exit
Arabic	خروج
Armenian	Ելք
Chinese	出口
Farsi	خروج
Khmer	ចេញ
Korean	출구
Russian	Выход
Spanish	Salida
Tagalog	Labasan
Vietnamese	Đi ra

English	Cashier
Arabic	المحاسب
Armenian	Գանձապահ
Chinese	收費處
Farsi	صندوقدار
Khmer	បម្រើទឹក
Korean	출납원
Russian	Кассир
Spanish	Cajero
Tagalog	Cashier
Vietnamese	Thu ngân

English	Restroom
Arabic	حمام
Armenian	Սանհանգույց
Chinese	洗手間
Farsi	دستشویی
Khmer	បន្ទប់ទឹក
Korean	화장실
Russian	Туалет
Spanish	Baños
Tagalog	Palikuran
Vietnamese	Phòng vệ sinh

Common Sentences in Multiple Languages

This tool is designed for office staff to assist in basic entry level communication with Limited English Proficient (LEP) patients. Point to the sentences you wish to communicate and your LEP patient may read in his/her language of preference. The patient can then point to the next message.

English	Arabic / يبرع	Armenian / Հայերեն
Point to a sentence <i>Instructions</i>	قلم جلا ىل رشأ تامى لعتلا	Ցույց տվեք նախադասությունը Հրահանգներ
We can use these cards to help us understand each other. Point to the sentence you want to communicate. If needed, later we will call an interpreter.	هذه مادختسا عىطتسن ىل ع انتدعاسمل تاقاطبلا ىل رشأ. ضعبلا انضعب مهف رىبعتلا دىرت يتلا قلم جلا موقنس، ةجاج كانه تنك اذا. ان ع مجرتم عم لاصتال اب اقحال ىروف.	Մենք կարող ենք օգտագործել այս քարտերը, որոնք կօգնեն մեզ հասկանալ միմյանց: Ցույց տվեք նախադասությունը, որը ցանկանում եք հայտնել: Եթե կարիք կա, ապա ավելի ուշ մենք կարող ենք բանավոր թարգմանիչ կանչել:
Courtesy statements	ةقى ظل تارابع	Սիրալիրության արտահայտումներ
Please wait.	راظنتال اى جىرى	Խնդրում եմ սպասել:
Thank you.	كل اركش	Շնորհակալություն:
One moment, please.	كلضف نم، ةدحاو ةظحل	Մեկ րոպե, խնդրում եմ:
Patient may say...	ضى رمل لوقى نأ نكمى	Հիվանդը կարող է ասել...
My name is...	... ىمسا	Իմ անունն է...
I need an interpreter.	ىروف مجرتم دىرأ	Ինձ բանավոր թարգմանիչ է հարկավոր:
I came to see the doctor, because...	بىبطلال ةعجارمل تىتأ ... ببسب	Ես եկել եմ բժշկի այցելության, քանի որ...
I don't understand.	مهفأ مل	Ես չեմ հասկանում:
Please hurry. It is urgent.	قلاج ةلاح ان. ءأجر ةعرسب	Խնդրում եմ արագացնել: Մա շտապ է:
Where is the bathroom?	؟امجال نىأ	Որտե՞ղ է գտնվում սանհանգույցը:
How much do I owe you?	؟ىنم دىرت لامل نم مك	Ինչքա՞ն պետք է ձեզ վճարեմ:
Is it possible to have an interpreter?	مجرتم ءاعدتسا نكممل له ؟ىروف	Հնարավո՞ր է արդյոք բանավոր թարգմանիչ կանչել:
Staff may ask or say...	ضى رمل لوقى نأ نكمى	Անձնակազմը կարող է հարցնել կամ ասել...
How may I help you?	؟كدعاسأ نأ ىننكمى فىكى	Կարո՞ղ եմ օգնել ձեզ:
I don't understand. Please wait.	راظنتال اى جىرى مهفأ مل	Ես չեմ հասկանում: Խնդրում եմ սպասել:
What language do you prefer?	!هلضفت يتلا ةغلل اى ام	Ո՞ր լեզուն եք նախընտրում:
We will call an interpreter.	مجرتم عم لاصتال اب موقنس ىروف.	Մենք բանավոր թարգմանիչ կկանչենք:
An interpreter is coming.	مداق ىروف مجرتم كانه	Բանավոր թարգմանիչ է գալիս:
What is your name?	؟كمسا وه ام	Ի՞նչ է ձեր անունը:
Who is the patient?	؟ضى رمل وه نم	Ո՞վ է հիվանդը:
Please write the patient's:	ضى رمل ا تباتك اى جىرى	Խնդրում եմ գրել <u>հիվանդի</u>
Name	مسا	Անունը
Address	ناونع	Հասցեն
Telephone number	فتاه مقرر	Հեռախոսահամարը
Identification number	فىرعت مقرر	Ճանաչողական համարը
Birth date:	ةدالو خىرات	Ծննդյան ամսաթիվը
Month/Day/Year	رهل/اموىل/ةنسل	Ամիս/օր/տարի
Now, fill out these forms, please.	نأ، ءأجر جنامنل هذه ةئىبعتب مقرر	Իսկ այժմ խնդրում եմ լրացնել այս ձևաթղթերը:

English	Chinese /中文	Farsi / یرسراف
Point to a sentence	指向某個句子	دینک دراشا هلمج کی هب
Instructions	說明	لمعلاروتسد
We can use these cards to help us understand each other. Point to the sentence you want to communicate. If needed, later we will call an interpreter.	我們可利用這些卡片來協助我們彼此互相瞭解。指向某個您想溝通表達的句子。如有需要，等一下我們可以致電與口譯員聯絡。	هدافتسا امتراک نیازا میناوتیم میهفب ار رگیدکی روظنم ات مینک، دیوگب دیه اوخیم مک یا هلمج هب ادعب، موزل تروص رد. دینک دراشا میه اوخ سامت یه افش مجرتم کی اب بتفرگ
Courtesy statements	禮貌用語	هنابدوم تالمج
Please wait.	請稍後。	دینامب رظتنم افطل
Thank you.	感謝您。	مجرکشتم
One moment, please.	請稍後。	دینک ربص مظل کی افطل
Patient may say...	病人可能會說...	دیوگب تسا نکم رامیب
My name is...	本人名叫...	تسا ... نم مبرا
I need an interpreter.	本人需要使用口譯員。	میراد زاین یه افش مجرتم هب نم
I came to see the doctor, because...	本人前來看醫生，因為...	... نوچ، مدرک هج ارم رتکد هب نم
I don't understand.	我無法瞭解。	موشیمن هجوتم
Please hurry. It is urgent.	請盡快處理。這十分緊急。	تسا یروررض. دینک هلمج افطل
Where is the bathroom?	請問洗手間在哪裡？	تسا چکی یوش تسد
How much do I owe you?	我需要支付多少錢給您？	میراکدب امش هب ردقچ
Is it possible to have an interpreter?	我可以使用口譯員嗎？	یه افش مجرتم کی هک دراد ناکم ای آ مشاب هتشد
Staff may ask or say...	職員可能會詢問或會說...	...دنسرپب تسا نکم نانکراک
How may I help you?	我可以為您提供哪些協助？	مجنک ناتکمک مناوتیم روظچ
I don't understand. Please wait.	我無法瞭解。請稍後。	دینک ربص افطل. موشیمن هجوتم
What language do you prefer?	您慣用什麼語言？	دیهدی حیحجرت ار ینابز هج
We will call an interpreter.	我們將會致電與口譯員聯絡。	میریگیم سامت یه افش مجرتم اب ام
An interpreter is coming.	口譯員即將前來。	دیایم دراد یه افش مجرتم
What is your name?	您的姓名是什麼？	تسا یچ امش مبرا
Who is the patient?	哪位是病人？	تسا یسک هج رامیب
Please write the <u>patient's</u> :	請寫下病人的：	ار رامیب هب طوبرم تااعالطانیا افطل دیسویونب
Name	姓名	مان
Address	地址	سرردا
Telephone number	電話號碼	نفلت هرامش
Identification number	識別號碼	یاسانش هرامش
Birth date:	出生日期：	دلوت خیرات
Month/Day/Year	月/日/年	لاس/زور/هام
Now, fill out these forms, please.	現在，請填寫這些表格。	الاح، دینک رب ار اهررف نیافطل

English	Khmer / ខ្មែរ	Korean / 한국어
Point to a sentence	ចង្អុលទៅកាន់ប្រយោគ	문장 가리키기
Instructions	កាត់ណែនាំ	안내
We can use these cards to help us understand each other. Point to the sentence you want to communicate. If needed, later we will call an interpreter.	យើងអាចប្រើកាត់ទាំងនេះដើម្បីជួយយើង ឱ្យយល់គ្នាទៅវិញទៅមក។ ចង្អុលទៅកាន់ប្រយោគ យោគដែលអ្នកចង់ទាក់ទង។ ប្រសិនបើចាំបាច់ យើងនឹងហៅអ្នកបកប្រែតាមក្រោយ។	이 카드를 사용해 서로 의사소통을 할 수 있습니다. 말씀하기를 원하는 문장을 가리켜주세요. 필요한 경우, 나중에 통역사에게 연락하겠습니다.
Courtesy statements	សេចក្តីថ្លែងការណ៍គួរសម	의례적 문장
Please wait.	សូមរង់ចាំ។	기다려주세요.
Thank you.	សូមអរគុណ។	감사합니다.
One moment, please.	សូមរង់ចាំបន្តិច។	잠깐만 기다려주세요.
Patient may say...	អ្នកជម្ងឺប្រែប្រាស់និយាយ...	환자가 할 수 있는 말...
My name is...	ខ្ញុំឈ្មោះ...	제 이름은입니다.
I need an interpreter.	ខ្ញុំត្រូវការអ្នកបកប្រែបន្តិច។	통역사가 필요합니다.
I came to see the doctor, because...	ខ្ញុំបានទៅជួបគូពេទ្យ ព្រោះ...이유로 의사를 만나러 왔습니다.
I don't understand.	ខ្ញុំមិនយល់ទេ។	이해를 못하겠습니다.
Please hurry. It is urgent.	សូមប្រញាប់។ វាជារឿងបន្ទាន់។	빨리 해 주십시오. 긴급합니다.
Where is the bathroom?	តើបន្ទប់ទឹកនៅឯណា?	화장실이 어디죠?
How much do I owe you?	តើខ្ញុំជំពាក់អ្នកប៉ុន្មាន?	제가 얼마를 내야 합니까?
Is it possible to have an interpreter?	តើអាចមានអ្នកបកប្រែដរហូរទេ?	통역사의 도움을 받을 수 있을까요?
Staff may ask or say...	បុគ្គលិកអាចសួរ ឬនិយាយ...	직원이 할 수 있는 질문 또는 말...
How may I help you?	តើខ្ញុំអាចជួយអ្នកតាមរបៀបណា?	어떻게 도와드릴까요?
I don't understand. Please wait.	ខ្ញុំមិនយល់ទេ។ សូមរង់ចាំ។	이해를 못하겠습니다. 기다려주세요.
What language do you prefer?	តើអ្នកចូលចិត្តភាសាអ្វី?	어떤 언어를 원하세요?
We will call an interpreter.	យើងនឹងហៅអ្នកបកប្រែបន្តិច។	통역사에게 연락하겠습니다.
An interpreter is coming.	អ្នកបកប្រែកំពុងតមកហើយ។	통역사가 오는 중입니다.
What is your name?	តើអ្នកឈ្មោះអ្វី?	성함이 무엇이지요?
Who is the patient?	តើនរណាជាអ្នកជំងឺ?	환자분이 누구세요?
Please write the patient's:	សូមសរសេរ របស់អ្នកជំងឺ៖	환자분에 관해 다음 사항을 적어주세요.
Name	ឈ្មោះ:	이름
Address	អាសយដ្ឋាន	주소
Telephone number	លេខទូរស័ព្ទ	전화번호
Identification number	អត្តលេខ	ID 번호
Birth date:	ថ្ងៃខែឆ្នាំកំណើត៖	생년월일:
Month/Day/Year	ខែ/ថ្ងៃ/ឆ្នាំ	월/일/년
Now, fill out these forms, please.	ឥឡូវនេះ សូមបំពេញទម្រង់ទាំងនេះ។	이제, 이 양식들을 작성해 주세요.

English	Russian / Русский	Spanish / Español
Point to a sentence	Укажите на предложение	Señalar una frase
<i>Instructions</i>	<i>Инструкции</i>	<i>Instrucciones</i>
We can use these cards to help us understand each other. Point to the sentence you want to communicate. If needed, later we will call an interpreter.	Мы можем использовать эти карточки, чтобы лучше понимать друг друга. Укажите на предложение, которое вы хотите передать. В случае необходимости, позднее мы пригласим устного переводчика.	Podemos usar estas tarjetas que nos ayudarán a entendernos. Señale la frase que quiera comunicar. Si es necesario, llamaremos a un intérprete más tarde.
Courtesy statements	Знаки вежливости	Frases de cortesía
Please wait.	Подождите, пожалуйста.	Por favor, espere.
Thank you.	Благодарим Вас.	Gracias.
One moment, please.	Подождите минутку, пожалуйста.	Un momento, por favor.
Patient may say...	Пациент может сказать...	El paciente puede decir...
My name is...	Меня зовут...	Mi nombre es...
I need an interpreter.	Мне нужен устный переводчик.	Necesito un intérprete.
I came to see the doctor, because...	Я пришел к врачу, потому что...	Vine a ver al médico porque...
I don't understand.	Я не понимаю.	No entiendo.
Please hurry. It is urgent.	Пожалуйста, поторопитесь. Это срочно.	Por favor, dese prisa. Es urgente.
Where is the bathroom?	Где находится туалет?	¿Dónde está el baño?
How much do I owe you?	Сколько я Вам должен?	¿Cuánto le debo?
Is it possible to have an interpreter?	Возможно ли воспользоваться услугами устного переводчика?	¿Es posible tener un intérprete?
Staff may ask or say...	Персонал может спросить или сказать...	El personal puede preguntar o decir...
How may I help you?	Чем я могу Вам помочь?	¿Cómo puedo ayudarle?
I don't understand. Please wait.	Я не понимаю. Подождите, пожалуйста.	No entiendo. Por favor, espere.
What language do you prefer?	Какой язык Вы предпочитаете?	¿Qué idioma prefiere?
We will call an interpreter.	Мы пригласим устного переводчика.	Vamos a llamar a un intérprete.
An interpreter is coming.	Устный переводчик скоро придёт.	Viene un intérprete.
What is your name?	Как Вас зовут?	¿Cuál es su nombre?
Who is the patient?	Кто пациент?	¿Quién es el paciente?
Please write the <u>patient's</u> :	Пожалуйста, напишите следующую информацию о <u>пациенте</u> :	Escriba la información del <u>paciente</u> :
Name	Полное имя	Nombre
Address	Адрес	Dirección
Telephone number	Номер телефона	Número de teléfono
Identification number	Идентификационный номер	Número de identificación
Birth date:	Дата рождения:	Fecha de nacimiento:
Month/Day/Year	Месяц/День/Год	Mes/Día/Año
Now, fill out these forms, please.	Теперь заполните, пожалуйста, эти формы.	Ahora, llene estos formularios.

English	Tagalog / Tagalog	Vietnamese / tiếng Việt
Point to a sentence	Ituro ang isang pangungusap	Chỉ vào một câu
<i>Instructions</i>	<i>Mga Instruksiyon</i>	<i>Hường dẫn</i>
We can use these cards to help us understand each other. Point to the sentence you want to communicate. If needed, later we will call an interpreter.	Magagamit natin ang mga card na ito para tulungan tayong maintindihan ang isa't isa. Ituro sa pangungusap na gusto mong sabihin. Kung kailangan, tatawag kami ng isang interpreter mamaya.	Chúng ta có thể dùng những thẻ này để giúp chúng ta hiểu nhau. Chỉ vào câu mà quý vị muốn truyền đạt. Nếu cần, chúng tôi sẽ gọi một thông dịch viên sau đó.
Courtesy statements	Mga pahayag nang may paggalang	Câu nói lịch sự
Please wait.	Mangyaring maghintay.	Vui lòng chờ.
Thank you.	Salamat.	Cảm ơn quý vị.
One moment, please.	Sandali lang.	Vui lòng chờ một chút.
Patient may say...	Maaaring sabihin ng pasyente ang...	Bệnh nhân có thể nói...
My name is...	Ang pangalan ko ay...	Tên tôi là...
I need an interpreter.	Kailangan ko ng isang interpreter.	Tôi cần thông dịch viên.
I came to see the doctor, because...	Pumunta ako para magpatingin sa doktor, dahil...	Tôi đến khám với bác sĩ, vì...
I don't understand.	Hindi ko maintindihan.	Tôi không hiểu.
Please hurry. It is urgent.	Pakibilisan. Apurahan ito.	Vui lòng nhanh lên. Việc này khẩn cấp.
Where is the bathroom?	Nasaan ang banyo?	Nhà vệ sinh ở đâu?
How much do I owe you?	Magkano ang dapat kong bayaran sa iyo?	Tôi nợ quý vị bao nhiêu?
Is it possible to have an interpreter?	Maaari ba akong magkaroon ng isang interpreter?	Có thể yêu cầu một thông dịch viên không?
Staff may ask or say...	Maaaring tanungin o sabihin ng kawani ang...	Nhân viên có thể hỏi hoặc nói...
How may I help you?	Paano kita matutulungan?	Tôi có thể giúp quý vị như thế nào?
I don't understand. Please wait.	Hindi ko maintindihan. Mangyaring maghintay.	Tôi không hiểu. Vui lòng chờ.
What language do you prefer?	Anong wika ang gusto mo?	Quý vị muốn dùng ngôn ngữ nào?
We will call an interpreter.	Tatawag kami ng isang interpreter.	Chúng tôi sẽ gọi một thông dịch viên.
An interpreter is coming.	May darating na isang interpreter.	Một thông dịch viên đang đến.
What is your name?	Ano ang pangalan mo?	Tên quý vị là gì?
Who is the patient?	Sino ang pasyente?	Ai là bệnh nhân?
Please write the <u>patient's</u> :	Pakisulat ang :	Vui lòng viết những thông tin sau đây <u>của bệnh nhân</u> :
Name	Pangalan ng pasyente	Tên
Address	Tirahan ng pasyente	Địa chỉ
Telephone number	Numero ng telepono ng pasyente	Số điện thoại
Identification number	Numero ng pagkakakilanlan ng pasyente	Số nhận dạng
Birth date:	Petsa ng kapanganakan ng pasyente:	Ngày sinh:
Month/Day/Year	Buwan/Araw/Taon	Tháng/Ngày/Năm
Now, fill out these forms, please.	Ngayon, pakisagutan ang mga form na ito.	Bây giờ, vui lòng điền những mẫu đơn này.