Best Practices for Using Interpreters

- Utilize a qualified interpreter.
- Speak in short, simple sentences.
  - Example: "So, what I'm thinking is that I'd like to start by going over how to take care of the hearing aids at home if that sounds good to you?"
  - Suggestion: "I would like to explain how to care for your hearing aids at home, please."
- Avoid idioms, metaphors, colloquialism or jargon.
- Common phrases for native English speakers like "feeling blue" or "let's wrap up" may not translate effectively into another language.
- Always review any professional vocabulary that could require a previous explanation.
- Allow the interpreter time to translate all messages.
- Look at and speak to the patient or caregiver(s), not the interpreter or phone.
- Ask the interpreter, patient, or caregiver(s) if they have any questions or need clarifications.

Pro Tip: “Please” and “thank you” are almost universally associated with politeness and translate easily.

Avoiding Microaggressions

Microaggressions are brief statements or behaviors that, intentionally or not, communicate a negative message about a non-dominant group, including the CLD population.

<table>
<thead>
<tr>
<th>Microaggression</th>
<th>Message</th>
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<tr>
<td>&quot;You speak good English.&quot; OR &quot;No, where are you really from?&quot;</td>
<td>You are a foreigner.</td>
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<tr>
<td>&quot;You are so articulate.&quot;</td>
<td>It is unusual for someone of your race to be intelligent.</td>
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<tr>
<td>&quot;When I look at you, I don't see color.&quot;</td>
<td>Denying a person of color's racial / ethnic experience</td>
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<td>&quot;As a woman, I know what you go through as a racial minority.&quot;</td>
<td>Your racial oppression is no different than my gender oppression.</td>
</tr>
<tr>
<td>&quot;Don't be shy. I want to hear what you think.&quot;</td>
<td>Encouraging assimilation to a dominant culture</td>
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</table>

What to do when a microaggression is...

- Criticize the microaggressor, not the microaggression
- Take care of yourself
- Be an ally
- Do not speak on someone’s behalf
- Try not to be defensive
- Acknowledge the other person’s feelings, apologize, and reflect

Health Literacy

Health literacy refers to understanding basic health information in order to make appropriate health-related decisions.

- No questions
- Difficulty explaining their diagnosis or equipment
- Frequently missed appointments
- Becoming angry, demanding
- Being quiet, passive
- Clowning around, using humor
- Incomplete registration forms

Ask Me 3 Program

- Developed by health literacy experts at the Institute for Healthcare Improvement.
- Encourages patients and families to ask three specific questions of their providers to better understand their health conditions and what they need to do to stay healthy.

- What Is My Main Problem?
- What Do I Need to Do?
- Why Is It Important for Me to Do This?

The following QR code provides 1) a copy of this poster, 2) a reference list for this poster, 3) references for non-English materials for CLD patients and 4) educational tools for teaching students about CLD patients and their families.