

	TITLE: INTERPRETER PROTOCOL	REV NO. 0	GRH TC- 23/2010
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## 1.0 ACTIVITY AND RESPONSIBILITY

1.1 Job responsibilities of Interpreter are as follows.

### 1.2 OPD ROOM ARANGEMENT

- 1.2.1 During the start and end of each shift, place the name plate of the doctor in the name slot and table tops cleaned with spirit.
- 1.2.2 Checking the inventory and making a record in the register that all inventories are available and fit for use, at the start of the shift.
- 1.2.3 In case, inventory is missing or not fit for use (battery low), appropriate actions are taken. If inventory is missing, OPD in-charge is informed.
- 1.2.4 In case of break-down of inventory (chair, carpentry), Air condition, electrical items, plumbing or Computers, maintenance is requested by contacting the appropriate department

Computers	IT section
Plumbing	Mechanic
Electrical	Mechanic/Power House
Chair/Carpentry	Maintenance/Mechanic
Stationary	OPD In-Charge
Room is unclean/floor dirty	House keeping
Room is smelling	Open windows/doors, Use air-freshener

- 1.2.5 During the end of the shift ensure that the entire inventory is in order. E.g. chairs in the desk slot, computer peripherals neatly arranged, table-tops cleaned.

- 1.2.6 Ensure cleanliness and odorlessness of the OPD room.

- 1.2.7 Charge the rechargeable flash lights twice a week.

### 1.3 OPD TRANSLATION WORK and RELATED RESPONSIBILITIES

- 1.3.1 When token numbers are issued to the doctor, ensure that the doctor is available in the OPD and inform him/her of the patients' arrival.

- 1.3.2 Use SmartQ system to call the patients to the room.

- 1.3.3 On arrival of the patient, ensure the correct token number, lock the room if necessary, place carbon paper between the OPD slips and hand over to doctor

- 1.3.4 Translate the doctor's questions to the patient and patient's answers to the doctor. In case the interpreter is experienced a predetermined set of questions can be asked for certain disease processes.

- 1.3.5 Hand over to the doctor any paraphernalia e.g. stethoscope, BP apparatus, flash light.

- 1.3.6 In case of hostile/agitated patients, maintain decorum and avoid shouting at patients. Selective translation can be practiced for these particular patients.

- 1.3.7 Filling particulars in forms as and when needed e.g. requisition form, MLC form.

- 1.3.8 Completing necessary paper work e.g. Medico-legal forms, injury forms etc.

- 1.3.9 Measuring temperature of the patients as and when required.

- 1.3.10 Maintaining confidentiality of patients at all times and avoids discussing patient complaints in common job stations.

### 1.4 ENTERING CASES IN HIS

- 1.4.1 Case entries are made in the HIS just after the patient consultation is over, unless the OPD is very busy.

- 1.4.2 Patient hospital number is entered and particular patient is selected from a list of patients.

- 1.4.3 New case is selected and particulars are entered in the slots. ICD code is entered.

- 1.4.4 Any doubts in handwriting/data are cleared from the doctor.

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1.4.5 Entries are saved.

#### 1.5 OTHER RESPONSIBILITIES

1.5.1 Directing patients to different departments when needed.

1.5.2 Handing over the unfinished work to the next interpreter e.g. case entries, ML forms.

1.5.3 Filling-in for the cashier when he/she is on break.

1.5.4 Doing other works e.g. medical records, medical reports etc when requested by the OPD in-Charge.

1.5.5 Attending Section meetings as and when they are scheduled.

1.5.6 Reporting any untoward incidents/complaints/grievances to the OPD in-charge.