

	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 ARRANGEMENT

- 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.