

Refugee and Asylum Seeker Health in General Practice: Utilising Accredited Interpreters

Practice Manager	Practice Staff/Receptionists	General Practitioner	Practice Nurse
Practice has a policy that outlines interpreting and language services	Practical training undertaken in working effectively with interpreters	Practical training undertaken in working effectively with interpreters	Practical demonstration/ training undertaken in working effectively with interpreters
Practice is registered with TIS and TIS code is displayed on all phones	TIS code and Doctors Priority Line displayed at reception	TIS code and Doctors Priority Line displayed at reception	TIS code and Doctors Priority Line displayed at reception
Interpreter booking processes and procedures clearly documented & accessible to all staff	Need for an interpreter and language spoken is documented in patient records/information	Need for an interpreter and language spoken is included on all outgoing referral forms	Need for interpreter and language spoken is routinely included in referral forms
Appropriate speaker phones accessible to all practice staff	Reception staff make interpreter bookings ahead of time if/where possible	GP is familiar with the RACGP Curriculum CS1.1.1.5b (Professional interpreter services)	TIS "I need an interpreter" card is provided to patients for future appointments
Need for an interpreter and language spoken is included on all outgoing referral forms	Interpreters are used to communicate next appointment or follow up details		