

**Do you want to complain that the health service did not use an interpreter?**

Fylkeslegen (Chief County Medical Officer) with Helsetilsynet (Norwegian Board of Health Supervision) in your home county ([www.helsetilsynet.no](http://www.helsetilsynet.no))

Pasient- og brukerombudet (Patient and User Ombud) in your home county ([www.pasientogbrukerombudet.no](http://www.pasientogbrukerombudet.no))

Sivilombudsmannen (Parliamentary Ombud) tel: 22 82 85 00 Toll-free number: (+47) 800 800 39

Likestillings- og diskrimineringsombudet (The Equality and Anti-Discrimination Ombud) tel: 24 05 59 50

Organisasjonen Mot Offentlig Diskriminering (OMOD, Institution against Public Discrimination) tel: 22 20 87 37, [www.omod.no](http://www.omod.no)

**Do you have questions about your rights?**

Pasient- og brukerombudet (Patient and User Ombud) in your home county ([www.pasientogbrukerombudet.no](http://www.pasientogbrukerombudet.no))

Organisasjonen Mot Offentlig Diskriminering (OMOD Institution against Public Discrimination) tel: 22 20 87 37, ([www.omod.no](http://www.omod.no))

**Do you want to complain about the quality and qualifications of the interpreter?**

The complaint can be lodged with the institution where you are a patient.

**Acts relating to patient rights and the duties of health personnel**

Lov om pasientrettigheter (Act relating to patients' rights)

Lov om helsepersonell (Act relating to health personnel)

This brochure, available in over 20 languages, can be downloaded from:

[www.nakmi.no](http://www.nakmi.no)

[www.helsedirektoratet.no](http://www.helsedirektoratet.no)



# Patient and interpreter

A brochure about interpretation  
in the health services

## **PATIENTS AND INTERPRETING**

- You must receive information on your health condition and treatment in a language you understand
- The health service has the duty and responsibility to book an interpreter
- The interpreting service is free for the patient
- You can call the health service and ask them to book an interpreter
- You may have the right to an interpreter even if you speak Norwegian on a daily basis. This especially applies with serious and chronic diseases, and with consultations on mental disorders
- Only a qualified interpreter can be used
- Children are not to be used as interpreters
- Health personnel have a duty to provide health care in a professional way. If you do not want to use an interpreter, you must be informed that this can have negative effects for your health
- Telephone interpreting may be a good alternative to having an interpreter present in the room
- If you can not come to your appointment, you must cancel at least 24 hours in advance. If not, you will have to pay for the appointment

## **HOW CAN YOU GET THE MOST OUT OF AN INTERPRETED CONSULTATION?**

- Tell the health service precisely which language you speak. If more family members will be present, book an interpreter that all the family members understand
- Come to the appointment on time
- Plan what you want to talk about in your consultation
- Use short sentences; don't say too much all at once. This will make it easier for the interpreter to interpret what is said correctly

## **WHAT ARE THE INTERPRETER'S DUTIES?**

- A qualified interpreter has education in the field and interpreting experience
- An interpreter provides the interpreting rules in both languages when the consultation starts
- An interpreter shall not take any sides in the conversation
- An interpreter has the duty of confidentiality. It is a criminal offence to break the confidentiality agreement
- An interpreter shall only interpret what is said, and shall not offer advice or add his or her own opinions
- An interpreter shall only interpret, and shall not do other tasks for either the patient or the health personnel
- The interpreter must not be interrupted, and must be given time to interpret what the parties in the conversation say
- All questions shall be directed to the health personnel, not the interpreter