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)
Pasient- og brukerombudet (Patient and User Ombud) in your home county (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

Do you have questions about your rights?
Pasient- og brukerombudet (Patient and User Ombud) in your home county (www.pasientogbrukerombudet.no)
Organisasjonen Mot Offentlig Diskriminering (OMOD Institution against Public Discrimination) tel: 22 20 87 37, (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
www.helsedirektoratet.no

Patient and interpreter
A brochure about interpretation in the health services

Engelsk
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 cannot 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