

# Translator

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1. Our goal is to relieve pain and address the most urgent need(s). Please remember this is not like doing dentistry in a dental office where more options are available and the patient has the ability to access a dentist more frequently. This has been kept in mind as the patient went through triage and routing and when determining what care will be provided today.
2. Your primary function will be to assist non-English speaking patients by translating instructions and information about their care.
3. Patients will have a yellow dot on their name tag which will indicate which language they speak.
4. Smile! Welcome the patient and let them know how happy we are they came.
5. Introduce the patient to the volunteer, and introduce yourself. Let the patient know you or someone else will be with them to help answer all their questions and explain what is happening.
6. To the best of your ability, stay with the patient during their treatment. You may be called away, however, be sure to return to your patient(s) and make sure there are no questions.
7. Triage questions have been prepared to make the process more efficient. There is no need to wait for the volunteer to ask the question before you ask the patient.
8. Act as a Patient Escort rather than calling in a new face to lead the patient to the next treatment area.
9. Please take breaks as you need them, however, inform the lead in your department when you need a break so we can make sure we have all clinic areas adequately covered.
10. If you encounter a medical emergency, notify the nearest volunteer in a red or orange shirt and stay with the patient until the EMT arrives.