



# HIC Volunteer Medical Interpreter Dispatch Service

HIC 医療通訳ボランティア派遣事業

- "I feel in bad condition and I'd like to be seen at a hospital, but I don't understand Japanese."
- "I'd like someone to interpret for me while I am seeing a doctor at hospital but I don't know who to ask."

The Hiroshima International Center (HIC) conducts a Volunteer Medical Interpreter Dispatch Service for foreign people living in the Prefecture who because they have not acquired adequate Japanese language skills have difficulty when visiting a hospital for consultation and examinations, etc.



## Using the service

### ① Who can use it?

- ➡ People of foreign nationality living in Hiroshima who feel insecure using the Japanese language.

### ② Does it cost anything?

- ➡ Until November 30, 2019, HIC will cover the full cost of volunteer medical interpreters.

### ③ What languages can be interpreted?

- ➡ English / Chinese / Vietnamese / Tagalog / Spanish

### ④ What hospitals can the service be used at?

- ➡ Only hospitals which have presented application forms for the use of the Volunteer Medical Interpreter Service to HIC can be used. The service cannot be used at other hospitals.
- From April 1, 2019, hospitals in Hiroshima City as well as those in Hatsukaichi City can be used.

### ⑤ How can I use the service?

- ➡ Please enquire at the reception desk or with the doctor of the hospital you are receiving consultation or treatment. Later, if the hospital decides that the Volunteer Medical Interpreter Dispatch Service is required, it will make a request to HIC for the service.
- People outside the hospital cannot make a request to HIC for the service.

### ⑥ Is it certain an interpreter will be dispatched if requested?

- ➡ Because of volunteers' circumstances, a volunteer interpreter may not be available.

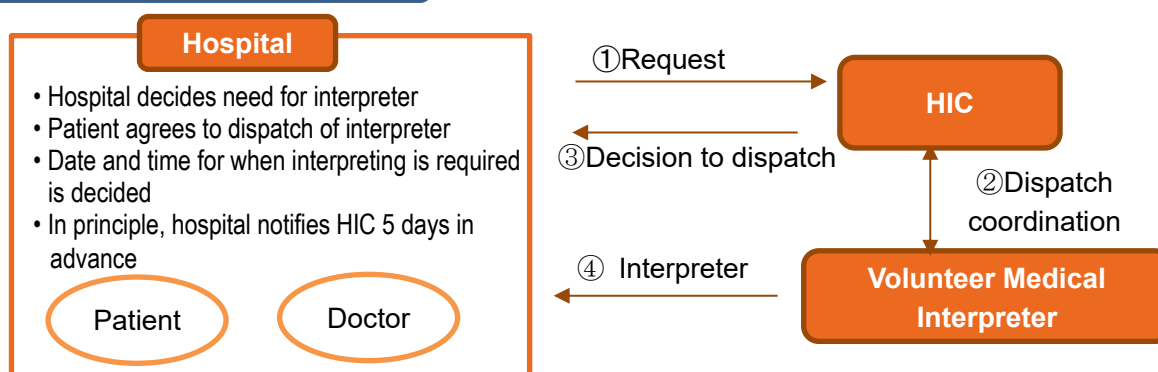
### ⑦ In what situations is interpreting available?

- ➡ Explaining reception desk procedures / consultation (examinations) tests / paying bills. Also, how to take prescribed medication and interpreting for all hospital, etc. needs.

### ⑧ What kind of people are volunteer medical interpreters?

- ➡ Those who have received medical interpreting training and interpret accurately. They protect one's privacy. They cannot do interpreting other than that requested by the hospital.

## Interpreter dispatch service flow



## Enquiries

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