



# HIC Volunteer Medical Interpreter Dispatch Service

HIC 医療通訳ボランティア派遣事業

- "I feel sick and want to see a doctor at a hospital, but I don't understand Japanese."
- "I need someone to interpret for me while seeing a doctor at hospital but I don't know who to ask."

The Hiroshima International Center (HIC) provides a Volunteer Medical Interpreter Dispatch Service for foreign residents in Hiroshima Prefecture who have difficulty in receiving a medical examination because they have not acquired adequate Japanese language skills.



## 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 March 31, 2023, HIC will cover the full cost of volunteer medical interpreters.

### ③ What languages can be interpreted?

- ➡ English / Chinese / Vietnamese / Tagalog / Spanish / Portuguese

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

- ➡ The service can be used only at hospitals which have presented application forms for the use of the Volunteer Medical Interpreter Service to HIC. The service cannot be used at other hospitals.

### 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?

- ➡ Depending on volunteers' circumstances, a volunteer interpreter may not be available.

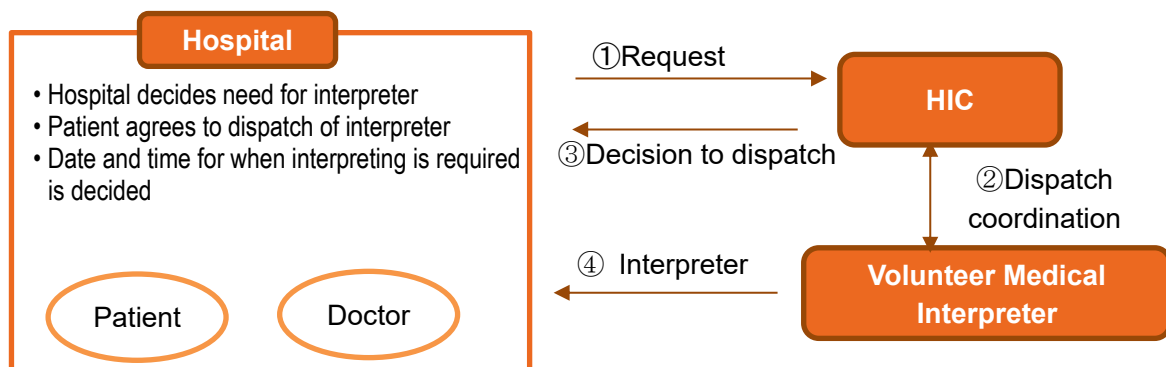
### ⑦ In what situations is interpreting available?

- ➡ Reception desk procedures / consultation (examinations) / tests / paying bills / how to take prescribed medication and others needed by a hospital to be interpreted.

### 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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