

I Speak Cards

2004 Census Test		United States Census 2010
LANGUAGE IDENTIFICATION FLASHCARD		
<input type="checkbox"/>	ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/>	Խնդրում ենք նշում կատարել այս բառակուսում, եթե խոսում կամ կարդում եք հայերեն:	2. Armenian
<input type="checkbox"/>	যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
<input type="checkbox"/>	ឈ្មួញក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
<input type="checkbox"/>	Motka i kakhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro
<input type="checkbox"/>	如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
<input type="checkbox"/>	如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
<input type="checkbox"/>	Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
<input type="checkbox"/>	Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
<input type="checkbox"/>	Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
<input type="checkbox"/>	Mark this box if you read or speak English.	11. English
<input type="checkbox"/>	اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بنزید.	12. Farsi

DB-3309

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

- | | | |
|--------------------------|--|-----------------------|
| <input type="checkbox"/> | Cocher ici si vous lisez ou parlez le français. | 13. French |
| <input type="checkbox"/> | Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. | 14. German |
| <input type="checkbox"/> | Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά. | 15. Greek |
| <input type="checkbox"/> | Make kazye sa a si ou li oswa ou pale kreyòl ayisyen. | 16. Haitian
Creole |
| <input type="checkbox"/> | अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ। | 17. Hindi |
| <input type="checkbox"/> | Kos lub voj no yog koj paub twm thiab hais lus Hmoob. | 18. Hmong |
| <input type="checkbox"/> | Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet. | 19. Hungarian |
| <input type="checkbox"/> | Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. | 20. Ilocano |
| <input type="checkbox"/> | Marchi questa casella se legge o parla italiano. | 21. Italian |
| <input type="checkbox"/> | 日本語を読んだり、話せる場合はここに印を付けてください。 | 22. Japanese |
| <input type="checkbox"/> | 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. | 23. Korean |
| <input type="checkbox"/> | ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືຢາກພາສາລາວ. | 24. Laotian |
| <input type="checkbox"/> | Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. | 25. Polish |

- | | | |
|--------------------------|--|----------------|
| <input type="checkbox"/> | Assinale este quadrado se você lê ou fala português. | 26. Portuguese |
| <input type="checkbox"/> | Însemnați această căsuță dacă citiți sau vorbiți românește. | 27. Romanian |
| <input type="checkbox"/> | Пометьте этот квадратик, если вы читаете или говорите по-русски. | 28. Russian |
| <input type="checkbox"/> | Обележите овај квадратик уколико читате или говорите српски језик. | 29. Serbian |
| <input type="checkbox"/> | Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky. | 30. Slovak |
| <input type="checkbox"/> | Marque esta casilla si lee o habla español. | 31. Spanish |
| <input type="checkbox"/> | Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. | 32. Tagalog |
| <input type="checkbox"/> | ให้กาเครื่องหมายลงในช่องสี่เหลี่ยมถ้าท่านอ่านหรือพูดภาษาไทย. | 33. Thai |
| <input type="checkbox"/> | Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga. | 34. Tongan |
| <input type="checkbox"/> | Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою. | 35. Ukrainian |
| <input type="checkbox"/> | اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔ | 36. Urdu |
| <input type="checkbox"/> | Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ. | 37. Vietnamese |
| <input type="checkbox"/> | באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש. | 38. Yiddish |

Symbols for Use in Health Care



Ambulance Entrance
Ingreso de
Ambulancias



Billing Department
Departamento de
Facturación



Cardiology
Cardiología



Care Staff Area
Área del Personal
de Cuidado



Chapel
Capilla



Diabetes (Education)
Diabetes (Educación)



Emergency
Emergencia



Family Practice Clinic
Clínica de Práctica
Familiar



Immunizations
Inmunizaciones



Infectious Disease
Enfermedades
Infecciosas



Intensive Care
Cuidado Intensivo



Internal Medicine
Medicina Interna



Interpretive Services
Servicios
Interpretación



Laboratory
Laboratorio



Mammography
Mamografía



Medical Records
Archivos Médicos



OB Clinic
Clínica de Obstetricia



OB/GYN
Obstetricia/
Ginecología



Oncology
Oncología



Outpatient
Paciente Ambulatorio



Pediatrics
Pediatria



Pharmacy
Farmacia



Physical Therapy
Terapia Física



Radiology
Radiología



Registration
Registro



Social Services
Servicios Sociales



Surgery
Cirugía



Waiting Area
Área de Espera

Symbols for Use in Health Care

Hablamos Juntos, an initiative of The Robert Wood Johnson Foundation, was launched to eliminate language barriers and improve the quality of health care for people with Limited English Proficiency (LEP). In a research endeavor with JRC Design, they examined the history and usage of visual symbols as communication tools in health care settings throughout the world.

The research showed that symbols can be an effective communications tool, particularly for LEP individuals. Further, a thoughtful, well-designed symbol system could assist English speakers as well as LEP people of many languages and cultures.

The symbols shown on this poster are the results of rigorous design and testing. It is a system with broad aesthetic, as well as practical, appeal.

Symbols are not the panacea for a poor signage system, nor will they solve wayfinding issues. But they can be part of a viable and dynamic system that can assist all people, regardless of their reading skill level, to feel more comfortable and confident within a health care facility.



Copyright (c) 2005 The Robert Wood Johnson Foundation
All symbols are copyright registered to protect the image. The symbols may be used free of charge in health care facility signage systems, wayfinding programs and supportive materials such as documents for information and directional purposes, and health care facility department identification.

Triadic Interview Checklist

Before the Interview

- Arrange for extra time for the interview.
- Arrange for a trained interpreter.
- Make sure the interpreter and patient speak the same language and dialect.
- Hold a brief meeting with the interpreter.
- Give the interpreter a brief summary of the patient.
- Establish, with the interpreter, goals for the session.
- Establish ground rules.
- Insist on sentence-by-sentence interpretation.
- Explain that the interpreter is not to answer for the patient.
- Invite the interpreter to interrupt or intervene as necessary to ensure understanding.
- Clarify the purpose of the visit.
- Document the name of the interpreter in the progress notes.
- Ask the interpreter to teach you to correctly pronounce the patient's name.

During the Interview

- Remember that you, as the health care provider, not the interpreter, are responsible for the interview.
- Watch the patient, not the interpreter.
- Speak slowly and clearly use simple and straightforward language, and avoid metaphors, jargon and slang.
- Clearly explain medical terminology.
- Observe and evaluate what is going on before interrupting the interpreter.
- Allow the interpreter to ask open-ended questions to clarify what the patient says.
- Allow the patient time for questions and clarifications.
- Ask the patient to repeat instructions.
- Be aware of your own attitudes and shortcomings.

After the Interview

- If necessary (for example, in situations of death or dying or giving bad news), hold a post interview meeting with the interpreter.
- Examine your procedures in the interview and determine how you might improve them for future triadic interviews.
- Examine your own attitudes in the interview and determine how you might change them for future triadic interviews.

Triadic Interview Process

Summarized from Language Access Services: Domains, strategies, and implications for medical education (Putsch, 2002).



The provider should arrange chairs to facilitate communication with the patient.

The provider should face the patient and speak directly to him or her.

