

Volunteer medical interpreters are supplied free of charge.
Interpreting services are completely private and confidential.

This program, offered within the city of Hirakata, is administered by the non-profit organization Center for Multicultural Society Kyoto and provides volunteer medical interpreters to help non-Japanese speakers use medical services. This narrows the communication gap between patients and health care providers reduces the providers' burden and risks of care.

5. Complete

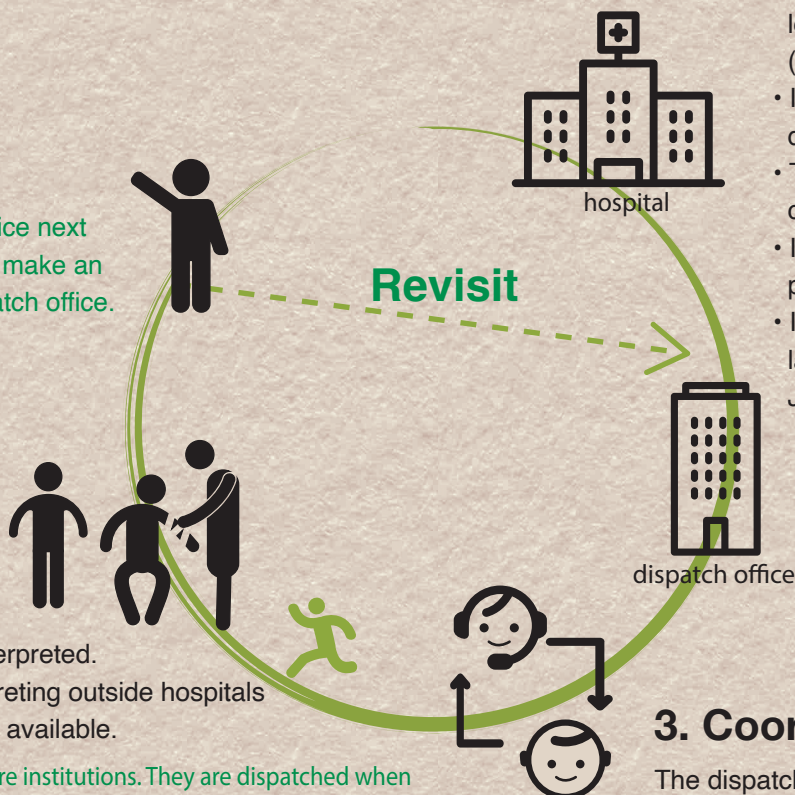
If you need an interpreting service next time, the medical institution will make an interpreting request to the dispatch office. Please return to 2.

4. Dispatch

A volunteer medical interpreter meets you on the day of appointment.

- Conversations within the hospital are interpreted.
- Translation of documents etc. and interpreting outside hospitals (except the nearest pharmacies) are not available.

Interpreters don't always station in health care institutions. They are dispatched when requested. Therefore, if you want to cancel a medical appointment please let the hospital know that you also cancel the interpreting service as soon as possible.



Request for Interpreting

Please show this request form to a hospital staff.

Name: _____

Phone: _____

Language: English

1. Interpreting Request

Interpreting is available at select health care providers in Hirakata City. (see p15-16)

- Make an appointment directly with the health care provider at least five business days (except Sat. Sun. and holidays) in advance. (This is a free service.)
- Interpreting is generally limited to outpatient doctor visits during regular outpatient hours. (except nighttime hours)
- The interpreting service at Hirakata Health Center is limited to health checkups for infants and toddlers.
- If you need to cancel an appointment please call the health care provider to let them know.
- It might be difficult to make an appointment by telephone with other languages except Japanese, so please ask someone who speaks Japanese to make an appointment for you.

2. Hospital Request

A health care provider requests interpreting services to our dispatch office at least five days before.

The office cannot accept direct requests from patients.

3. Coordination

The dispatch office coordinates an interpreter.

A trained, qualified volunteer medical interpreter will be sent to the hospital.