

Guideline for the Medical Interpretation Support Service for Foreigners Okinawa International Exchange and Human Resources Development Foundation (OIHF)

1. Purpose

By training and introducing medical interpreters, OIHF will contribute to the creation of a community where foreigners who have concerns about communication when visiting medical institutions can use medical facilities with peace of mind.

2. Activities of interpreter

(1) The activities of interpreter are as follows.

- A. Medical interpreting service for foreign residents at the hospital/clinic
- B. Interpretation service on health for foreign residents
- C. Interpretation service deemed necessary by Executive Director of OIHF

(2) Applications cannot be accepted for cases with serious medical conditions, interpretation of important notices, cases involving major responsibilities such as surgery, and interpretation service related to infectious diseases.

(3) We do not accept requests for politics, religion, or profit.

3. Languages of medical interpretation service

The languages to be interpreted shall be those for which OIHF can arrange interpreters.

4. Qualification and registration of interpreters

(1) Qualification and registration method

As a general rule, those who have taken the medical interpreter training course conducted by OIHF and passed the certification test are eligible for registration, and those who wish to register should submit the "Medical Interpreter Registration Form (Form 1)" to us. Those who are approved for registration as medical interpreters will be given an I.D. card.

(2) Registration period

In principle, the registration period is until the end of the fiscal years after next two years. Those who wish to renew their registration may do so for another two years until the end of the fiscal year by submitting a request for renewal during the registration period.

(3) Deregistration

In the following cases, the registration will be deleted.

- A. When there is a request to end from the registrant
- B. When contact is lost
- C. When the registration period has expired
- D. When there is an act that is not appropriate

5. Medical interpreter training seminar

(1) Medical interpreter training seminar

A. Purpose

The purpose is to develop human resources capable of interpreting in the medical field by learning the mental attitude and medical system necessary for interpreting, basic knowledge of hospital systems and medical care.

B. Eligible applicants

- a. Those who are over 20 years old and are interested in medical interpretation and can communicate well in Japanese and other languages.
- b. **In principle**, participants must attend all classes.
- c. The training seminar is offered as needed, and the contents of the courses are defined separately.

6. Areas where we can send out medical interpreter

The scope of dispatch of medical interpreters shall be within the prefecture. Requests from remote island areas will also be handled by ZOOM, as needed.

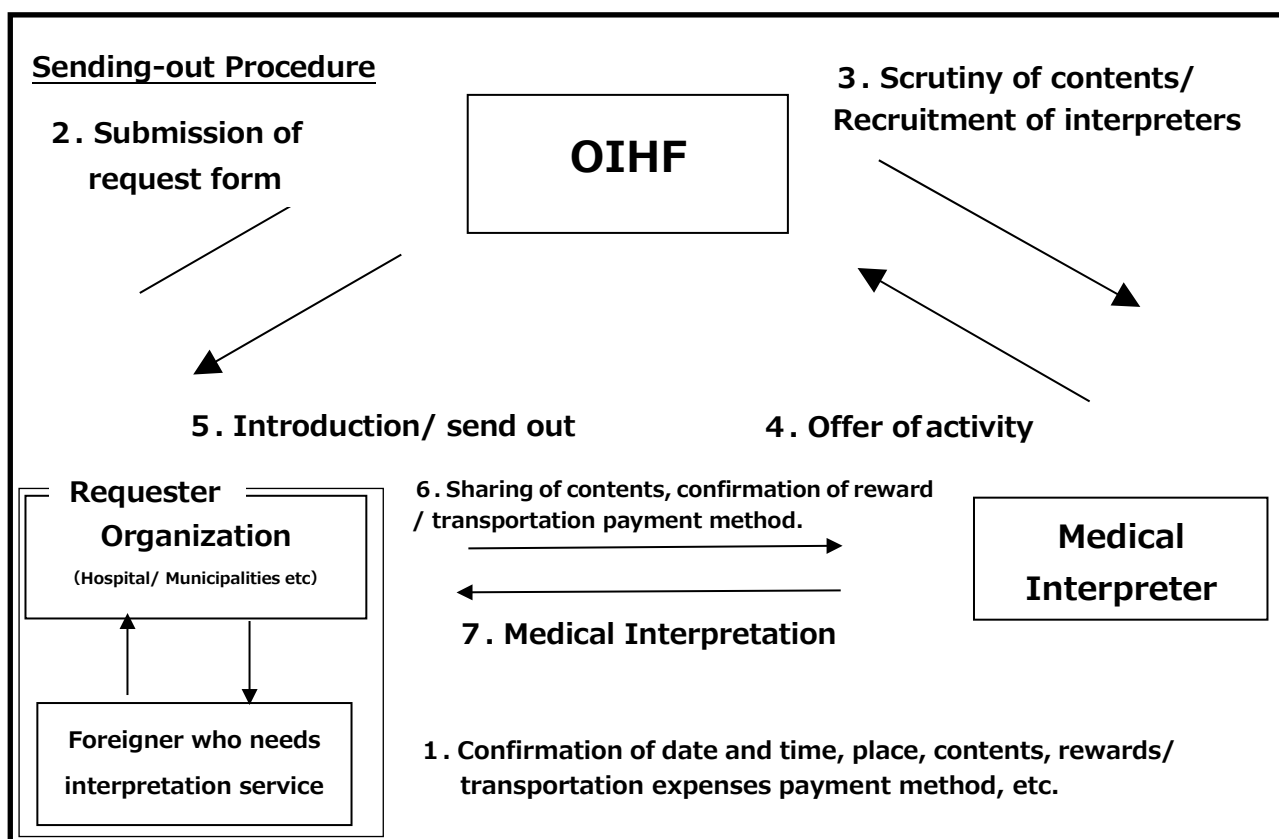
7. Who can ask for a medical interpreter

- (1) Hospitals or clinics
- (2) Health-related organizations
- (3) School health centers
- (4) Groups or individuals who are already prepared to receive medical treatment at a medical institution, etc.

8. Request procedures

The procedure for sending out an interpreter is as follows.

- (1) Submit the request form (Form 2) to OIHF at least 5 days before the desired date of interpretation (Saturdays, Sundays and holidays are not counted). Note that the interpreter's request time is from gathering to dissolution including the waiting time.
- (2) Based on the chief complaint from the individual for requests from individuals, OIHF will select a medical institution and refer to medical interpreter only for the appointment time specified.
- (3) Upon receiving the request, OIHF determines whether the content of the request is appropriate and notifies the requester of the availability of the introduction.
- (4) When introducing an interpreter, OIHF will refer to and select an interpreter who can serve, and notify the requester. The process of selecting an interpreter will not be disclosed, and will not respond to inquiries regarding the selection status of interpreters.
- (5) After the interpreter is decided, the requester must contact the interpreter, explain the details of the activities, and arrange for the interpreters to be served smoothly on the day.



9. Procedures after the medical interpretation service

The procedure after the interpretation service is as follows.

- (1) The interpreter **must submit an "Activity Report (Form 3)" to OIHF within one week after the interpretation activity.**
- (2) The requester **must submit the "Confirmation Form (Form 4)" to OIHF within one week after the interpretation activity.**

10. Reward for the interpreter

In principle, remuneration for interpreting activities shall be borne by the client. However, except for normal waiting time, OIHF shall bear the interpreter's remuneration if the scheduled time is exceeded due to an obvious procedural error on the part of the medical institution or other force majeure on the part of the requester or interpreter.

- (1) The reward is 2,000 yen per hour.
- (2) If the activity is less than one hour, it shall be counted as one hour; if it exceeds one hour, it shall be rounded up to the nearest half hour; and if it is less than 30 minutes, half of the hourly fee (1,000 yen) shall be added.
- (3) The amount of the reward is determined by collating both the "Activity Report (Form 3)" submitted by the interpreter and the "Confirmation Form (Form 4)" submitted by the requester.

11. Transportation expense for the interpreter

The interpreter's transportation expenses must be borne by the requester. Regarding transportation expenses, it is recommended that round-trip fares of public transportation be provided, but this is not the case if transportation expenses are to be paid in accordance with the travel expenses regulations of the requesting organization, etc., in consultation with an interpreter in advance.

(1) Public transportation (bus/ monorail)

The bus/monorail fare calculated between the starting-end points must be paid.

(2) Private car

The bus/monorail fare calculated between the starting-end points must be paid. If a parking fee or a highway fee is charged, actual expenses must be paid (Approval from the requester for the use of taxi is needed in advance). In this case, the interpreter must submit original receipt of the use.

(3) Taxi

Actual expense must be covered by the requester. Approval from the requester for the use of taxi is needed in advance.

12. The payment method of reward and transportation expenses

After the amount of honorarium and transportation expenses are fixed, the requester shall pay them to the interpreter by bank transfer in principle. In this case, the requester shall bear the handling charge. In the case of a individual request, the reward may be paid by hand.

13. Insurance for the interpreter

For those who have insurance and wish to work on the activity, use the "Welfare Comprehensive Security Insurance Service" provided by the Council of Social Welfare.

14. Requester's responsibility

- (1) If the requester is an organization such as a medical institution or municipal government, it is responsible for guaranteeing the status of those who need interpretation. Therefore, take care of the interpreter and those who need interpretation. Also, make sure that the necessary confirmation must be fully prepared in advance. If the requester is an individual, strive to provide information to OIHF and interpreter.
- (2) The requester must apply to OIHF after clearly determining the interpreter's location and date/time. Also, in principle, one medical interpreter is required to correspond to one person who needs a medical interpretation. It is prohibited to have multiple foreigners correspond on the day of the activity. However, this does not apply if there is an unavoidable reason and OIHF has approved it at the time of application.
- (3) The requester must give sufficient consideration to the interpreter to ensure that the interpreter is not detained for a long period of time.
- (4) Do not ask the medical interpreter on the day of the activity for anything other than what was requested in the referral request form. If the fact is found, OIHF will not introduce the interpreter.

- (5) Do not ask an interpreter directly without going through the OIHF. (OIHF will take no responsibility if something unexpected happens.)
- (6) When canceling a request after the introduction of an interpreter, the following cancellation fee must be paid to the medical interpreter.
 - A If the cancellation is between the time immediately after the introduction of the interpreter and the day before the request, the amount per hour of reward
 - B In the case of cancellation on the day of the request or no-show, rewards for the scheduled detention time and transportation expenses for round trip
- (7) The requester must take due care not to cause any damage to the interpreter due to accidents or defaults on promises. Any damages will be reported to OIHF and resolved in good faith.
- (8) The interpreter's personal information must not be disclosed to any third party.
- (9) If the interpreter gets an infectious disease during the activity, requester will be responsible for the treatment of the referral agency.
- (10) **In the event that the "Confirmation Form (Form 4)" has been submitted significantly late or has not been submitted, or if no reward or transportation fees have been paid to the interpreter, note that the use of this service will not be possible in the future.**

15. Interpreter's responsibility

- (1) Don't give a subjective opinion, interpreting the contents spoken by doctors, nurses, medical institution staff, etc. faithfully.
- (2) Do not accept translators directly from the requester without going through OIHF (OIHF will not take any responsibility).
- (3) Do not engage in activities other than those requested in advance on the day of dispatch. If this is found, OIHF will not assign in the future.
- (4) Interpreters must not disclose personal information or secrets obtained through activities. The same applies after the registration is deleted.
- (5) **Submit an "Activity Report (Form 3)" to OIHF within one week after the activity. If the report is not submitted significantly late or is not submitted, OIHF may not process the payment of remuneration or transportation expenses.**

16. Important remarks

- (1) When a requester requests an interpreter to issue a receipt, etc. for remuneration, the interpreter's personal information shall be handled appropriately.
- (2) If the interpreter is requested by the client to issue receipts, etc., the interpreter shall, in principle, provide the personal information required for accounting purposes and cooperate in the preparation of the necessary documents.
- (3) Neither the OIHF nor the interpreter shall be held medically or judicially liable for the interpretation provided by the interpreter. In addition to the matters stipulated in this guideline, other necessary matters concerning the implementation of the project shall be stipulated separately.

Supplementary provision

This guideline is in effect on April 1, 2013.

Supplementary provision

This guideline is in effect on April 22, 2015.

Supplementary provision

This guideline is in effect on April 1, 2016.

Supplementary provision

This guideline is in effect on April 1, 2017.

Supplementary provision

This guideline is in effect on July 27, 2017.

Supplementary provision

This guideline is in effect on April 1, 2018.

Supplementary provision

This guideline is in effect on April 1, 2019

Supplementary provision

This guideline is in effect on April 1, 2020.

Supplementary provision

This guideline is in effect on April 1, 2021.

Supplementary provision

This guideline is in effect on April 1, 2024.