



INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters



2011 IMIA INTERNATIONAL CONFERENCE HOSPITAL TOURS



Friday, Sept. 30th, 2011 • 10am

DANA-FARBER CANCER INSTITUTE

Interpreter Services Department – Overview

Dana-Farber Cancer Institute serves patients from our local area as well national and international. The Interpreter Services department is set up to meet the needs of these diverse populations by closely working with the International Office to prepare for the arrival and ongoing support of international patients, assist them with translation of medical records, critical documents, and all their linguistic needs. We also have a strong presence in the community through our various vans that take screening tests and early detection to where these vulnerable populations are. We also collaborate with Brigham and Women's Hospital (DF/BWCC) and Children's Hospital Boston (DF/CHCC) to allow us to serve our patients throughout their continuum of care. Dana-Farber has recently opened various satellites that extend its geographic reach: Milford Regional Medical Center; South Shore Hospital; Faulkner Hospital; New Hampshire Hematology Oncology Clinic; with more to come.

The Interpreter Services department offers:

- Professional medical interpreters via face-to-face, telephone, and videoconference (for our deaf and hard-of-hearing patients) to all DFCI sites.
- Professional written translation services for forms, signage, and patient materials done in house and through our outside vendors.
- Cultural and linguistic education for clinical and non-clinical staff.
- Training services in communicating effectively through an interpreter.

From October 2009-September 2010, Interpreter Services received 16,500 requests for interpreter services. The bulk of these requests were covered by our team of 52 interpreters, including regular staff and per diems, working in over 45 different languages. We are continuously growing and trying to respond to the requests of our emergent language populations. Due to the specific oncological nature of our care, our sessions are longer in duration and require many frequent visits over a long period of time.

LOCATION:

450 Brookline Ave. in Boston, MA

CONTACT FOR TOUR RESERVATIONS:

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Cambridge Health Alliance



Friday, Sept. 30th, 2011 • 2pm

CAMBRIDGE HEALTH ALLIANCE

Multicultural Affairs and Patients Services Department – Overview

Cambridge Health Alliance serves one of the most linguistically and culturally diverse patient populations in the United States. Over half of our patients speak a language other than English at home, and require the services of a professional medical interpreter. To help bridge the linguistic and cultural gap, Multicultural Affairs and Patient Services provides the following services:

- Professional medical interpreters via face-to-face, telephone, and videoconference (for our deaf and hard-of-hearing patients) to all CHA sites.
- Professional written translation services for forms, signage, and patient materials.
- Cultural and linguistic education for clinical and non-clinical staff.
- Training services in communicating effectively through an interpreter.

From October 2008-September 2009, Multilingual Services received 162,423 requests for interpreter services. The bulk of these requests were covered by our team of nearly 150 interpreters, including regular staff and per diems, working in over 30 different languages. The size and scope of our operations are vast, leading many to wonder how we are organized and what goes on behind the scenes.

LOCATION:

125 Lowell St., 2nd Floor, #209 in Somerville, MA

CONTACT FOR TOUR RESERVATIONS:

Avlot Quessa, Network Service Manager
Multicultural Affairs and Patient Services
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Phone: 617-591-6801

Please Note: IMIA will not be providing transportation to or from the hospital tours—please be sure to make your own arrangements. Tour reservations are to be made directly with the hospital contacts listed above.