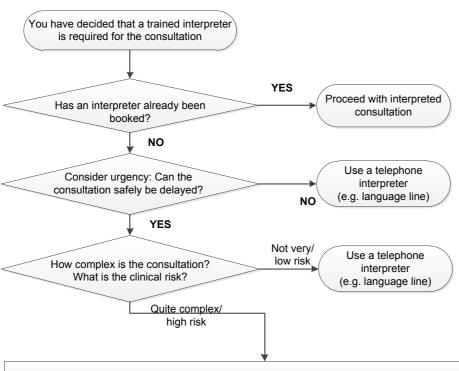
Appendix

Flowchart 4 of Toolkit for Using Interpreters in General Practice:

Interpreter Flowchart 4: Choosing the best TRAINED interpreter for the situation

A face-to-face interpreter is usually preferred (if possible) so that non-verbal communication and visual cues can also be interpreted and to avoid the distancing effect of the telephone.



Consider the risks and benefits of using a telephone interpreter versus a face-to-face interpreter		
	Telephone Interpreter	Face-to-face Interpreter
Benefits	Anonymity of interpreter Availability (greater availability for small language groups; available at short notice)	Relative ease of communication including non-verbal Easier if needing to consult with a family group
Disadvantages/ Risks	Distancing effect of the phone Possible background noise Difficulty in gauging quality of interpreting Lack of continuity	Possible issues with confidentiality/ comfort if the patient and interpreter are from a very small ethnic community

