

## Oshu City Medical Interpretation Dispatch System

### To Foreign Residents and Visitors

### To Persons at Medical Institutions

#### To Foreign Residents and Visitors

It can be very stressful to visit a doctor or hospital and not be able to understand or be understood.

If you ever feel troubled over such a visit, please feel free to request a medical interpreter from the hospital staff.

The Oshu International Relations Association will dispatch a volunteer medical interpreter for you.

※ Please see the following list for hospitals to which medical interpreters can be dispatched.

■ Costs: Free (as of June 31, 2015)

■ Available languages: English, Chinese, Korean

■ Procedures for requesting a medical interpreter:

- ① Request a medical interpreter through the hospital staff.
- ② The hospital will contact the International Relations Association.
- ③ The Oshu International Relations Association will dispatch a volunteer medical interpreter.

■ List of hospitals that accept medical interpreter services

- Iwate Prefectural Isawa Hospital (61 Ryugababa, Mizusawa-ku, Oshu-shi, Iwate Prefecture TEL 0197-24-4121 <http://www.isawa-hp.com/>)

#### To Persons at Medical Institutions

Have you ever had any language problems when a foreigner has come to the hospital?

If this ever happens again, please feel free to use the Medical Interpreter Dispatch System from the Oshu International Relations Association.

We will dispatch a volunteer medical interpreter at the desired date and time.

※ Dispatching a volunteer medical interpreter is dependent upon concluding a prior agreement with the Oshu International Relations Association. Please contact the International Relations Association for details.

■ Costs: Free (as of June 31, 2015)

■ Available Languages: English, Chinese, Korean

■ Interpreters / Interpretation method:

Volunteer medical interpreters have completed medical interpretation training through the International

Relations Association and passed an interview test.

As they have received training based on medical ethics, they will not speak with any third parties concerning personal or hospital information obtained while performing medical interpretation.

The service provides consecutive interpretation, giving interpretations after each person speaks.

Japanese from medical staff is interpreted into the foreign language, and the foreign language of the patient is interpreted into Japanese.

However, translation work is not available.

■ Inquiries concerning the medical interpretation dispatch system:

Oshu International Relations Association  
Mizusawa Regional Exchange Hall, ASPUIA  
38-3 Kichikoji, Mizusawa-ku, Oshu-shi, Iwate Prefecture  
TEL 0197-22-6111 FAX 0197-22-3802  
HP <http://www.oshu-ira.com/>

■ Flowchart for the Oshu Medical Interpretation Dispatch Service

