



ENGLISH TRANSCRIPT FOR UNFOLDING SCENARIO 3: MEDICAL SETTING (DOCTOR'S OFFICE):

This is an interpreting scenario that occurs in a Medical/Health Care setting. In this scenario, a Deaf interpreter will team interpret with a hearing interpreter during a medical appointment. The interpreters know each other and have worked together on one other occasion. Both have experience working in healthcare settings.

The Deaf consumer is a 59-year old Deaf man, who has some developmental disabilities. He did not complete school. Through the assistance of a program housed at Goodwill Industries he has learned to live on his own and is generally content with his life. He is a hard worker and likes his work and keeping busy. He lives in a small apartment and rides the bus to and from work every day. His life revolves around his work and a set of regular routines that include caring for a dog, eating out at his favorite diner two times a week, watching some of his favorite TV shows, and taking a 20 to 30-minute walk with his dog every day. He has no family nearby—only a sister who lives in another state and with whom he has little contact.

The Deaf patient needs surgery on his leg due to an injury he sustained at work. He has insurance and his employer has provided basic assistance to him in moving to this decision as part of the workman's compensation claim. Their assistance has been primarily related to helping him to schedule appointments, fill out paperwork, making sure he knows the bus routes to take for his appointments, and checking in with him periodically to see if he is okay.

Next, you will see a brief clip of a Deaf man who has similar characteristics as the Deaf consumer in this scenario. He is being interviewed by another Deaf interpreter. This clip will help you visualize the type of individual for whom the interpretation is being provided.

CLIP OF DEAF CONSUMER

Next, are a series of decision points associated with this assignment. As with any interpreting assignment, different issues or demands arise that require the interpreter to make decisions using sound judgement and discretion associated with an ethical framework. There will be a total of seven such decision points in this scenario.

You will see a slide that alerts you that a decision point will follow. Watch the explanation of what happens. Then, there will be a pause for you to videotape and



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upload your two-minute ASL response. There are two parts to your response—what you would do and why. When you discuss the why, include information about the ethical principle or value that guides your decision. For example, maybe your decision is guided by an ethical principle involving respect for consumers, or respect for a colleague, or confidentiality, or message accuracy and accessibility, or informing the consumers when some adjustment to the communication process needs to change, or some other ethical value. Be sure to discuss what principle or value is guiding your decision.

So again, you will videotape and upload your two-minute ASL response. Be sure to include the two parts—what you would do and why. And remember, part of the why includes information about what ethical principle or value influenced your decision.

Next you will see a slide indicating the first decision point, followed by a pause. After the pause, the next decision point will be introduced. This process will be repeated for all seven decision points. Let's begin.

Slide for Decision Point 1

The Deaf interpreter and hearing team meet the Deaf consumer in the lobby of the doctor's office. He is very chatty and pleasant. However, it is apparent the breadth and depth of topics he is prepared to discuss are restricted and his sign production is skewed somewhat. While the Deaf interpreter is waiting to be called into the doctor's office, the Deaf patient tells them that he absolutely refuses to have surgery.

What could/should the Deaf interpreter do and why?

Pause and Respond Slide.

Slide for Decision Point 2.

The doctor examines the Deaf patient, describes the surgery, sets the date for the surgery, and gives him some medication to take the evening before the surgery. As well, he gives him a list of a few other things he wants the Deaf patient to follow prior to the surgery—such as not eating anything after 6 PM, and keeping his leg elevated for 24 hours prior to the surgery. The Deaf interpreter checks in frequently with the Deaf patient to ensure understanding. He has no questions and offers no comment other than to acknowledge he understands by affirming when asked. The Deaf interpreter has serious concerns as to whether the Deaf patient will comply with the



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doctor's instructions, particularly given what he told the Deaf interpreter in the waiting room. The Deaf interpreter is also not sure that the doctor knows about the Deaf patient's developmental disabilities and the impact on his cognitive abilities.

What could/should the Deaf interpreter do and why?

Pause and Respond Slide.

Slide for Decision Point 3.

When the Deaf interpreter and hearing team and the Deaf patient leave the office, the Deaf patient asks the Deaf interpreter what the medicine is for and if you will reiterate the list of instructions. He explains that he doesn't read or write much at all and feels unsure about what he is to do now.

What could/should the Deaf interpreter do and why?

Pause and Respond Slide.

Slide for Decision Point 4.

The hearing team suggests that they all return to the doctor or ask a nurse to explain everything again—although the Deaf interpreter's instinct is that this may not resolve his concern. The Deaf patient says no, and requests that the Deaf interpreter simply explain it to him again and that the Deaf interpreter call his work and speak to the person that typically helps him. He pulls out a card with her name and number.

What could/should the Deaf interpreter do and why?

Pause and Respond Slide.

Slide for Decision Point 5.

After making the call for the Deaf patient to the person from his workplace, the Deaf interpreter, the hearing team, and the Deaf patient leave the medical building. The Deaf patient indicates he must go to work but doesn't know the bus schedule and when the bus he needs to take will next arrive. He asks if the Deaf interpreter will give him a lift to his place of employment.

What could/should the Deaf interpreter do and why?



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Pause and Respond Slide.

Slide for Decision Point 6.

The Deaf interpreter and the hearing interpreter connect to discuss the assignment. They both agree that the Deaf patient would have benefitted from having an advocate or other professional with him during his assignment who could have better assisted him with a variety of needs. You both feel it is important that this information be provided to those coordinating services for him.

What could/should the Deaf interpreter do and why?

Pause and Respond Slide.

Slide for Decision Point 7.

A few weeks later the Deaf interpreter is contacted to serve as the Deaf member of an interpreting team who will interpret at the hospital for this same Deaf consumer during a surgical procedure and recovery.

What could/should the Deaf interpreter do and why?

Pause and Respond Slide.

Closing Slide.