Dear patient,

To make sure you get the best and the safest care possible, it is important we understand each other correctly. In this brochure, we explain how AZ Klina can help you if you do not understand Dutch well enough to communicate with our doctors and nurses.

Using a common language

To begin with, our nurses and doctors will see if they speak a language you can understand and speak, such as French or English.

They will also try to communicate with you by using symbols, pictures or translation computers.

Importance of language support

Sometimes it is not possible to find a language both you and the doctor or nurse understand and speak. Sometimes it is crucial you understand exactly what is being said and can tell exactly what your health problems and concerns are. In these cases, it is necessary to bring in an interpreter.

AZ Klina does not have a free interpreting service at its disposal, we encourage our patients to be accompanied by someone who does understand Dutch sufficiently.

Bringing your own interpreter?

If you want to bring in someone to interpret for you, please pay attention to the following important remarks:

* AZ Klina cannot allow minors to interpret during doctor's consultations, health education, nursing care or medical treatment. This means no children, brothers, sisters, relatives ... under the age of 18.
* Minors can, however, interpret during explanations on visiting hours, admission, registration or directions to the wards.
* If you bring your own interpreter, you are responsible for the quality of the translation. AZ Klina nor its employees can be held liable if your interpreter translates the information incorrectly or incompletely.
* If the doctor or nurse have any doubts about the quality of your interpreter's work or are unable to communicate with him / her, they will ask you to find another interpreter. If this is not possible, they will suggest that AZ Klina call in an external interpreter.

What can AZ Klina offer?

AZ Klina works with the translation services of the Federal and Flemish authorities. This may be an interpreter on the telephone, an interpreter on site or an inter-cultural mediator.

If AZ Klina engages an external interpreter, these are important points of attention:

* Depending on the situation, the doctor or nurses will decide which type of interpreter should be requested.
* The nurses will inform you and ask for your permission to use an external interpreter. The nurse will determine with you, by means of a language map, for which language an interpreter should be requested.
* Using an external interpreter is not free of charge. AZ Klina will invoice the interpreting service cost to the patient. The nurse or secretariat (outpatient clinic) will ask for your consent for this in writing.

Finally

Quality and patient safety are of the utmost priority for AZ Klina. To achieve this, proper communication is crucial.

If you are not able to provide satisfactory language support of your own, if the doctors and nurses cannot find a common language they can use to communicate with you, and if you do not accept to pay for the cost of an external interpreter, the doctor may decide that you cannot be treated in AZ Klina.



Any questions or comments?

Please talk to the ward nurse.
He / she will assist you with by word and deed.

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What if I do not
understand
Dutch
well enough?