China is located in East Asia. It is a land of variety: grasslands, desert, mountains, rivers, rolling hills, and extensive coastline. Within its capital, Beijing, are numerous ancient and modern landmarks such as the Forbidden City and Tiananmen Square. In the northern part of the country is the famous Great Wall of China.

Language

While both Cantonese and Mandarin are spoken in China, Mandarin is the national language. There are a variety of dialects that are not mutually understood but all use the same written characters.

Communication Style

Chinese languages are very expressive. A non-speaker may describe the languages as loud or abrupt though the tones do not necessarily indicate anger or disagreement. To demonstrate respect, individuals may nod politely instead of disagreeing or asking questions. Eye contact with authority figures is usually avoided as a demonstration of respect. Emotions are typically only shared in private with family and friends.

Health and Wellness

Good or bad health is felt to be due to a balance or imbalance of yin-yang (cold/hot). This could occur not only in the body but also in the whole environment. Clinicians should involve the head of household, usually eldest male member of the family in medical decisions. Family members may prefer that patients not be told about terminal illnesses and may prefer to tell patients themselves. Many Chinese patients are reluctant to participate in research because of mistrust. Many view touching someone’s head, particularly that of an older person, as disrespectful.

Birth/Pregnancy

Clinicians should offer pain medicine because patients may not request medications for fear that the baby may be harmed. A new mother may be forbidden to go outdoors, shower or bathe during the first 30 days postpartum. This is due to a belief that the mother’s pores remain open and cold air can cause illness.

HOW MUCH DO YOU RECALL?

Chinese believe that the imbalance of hot/cold contributes to illness.

A. True    B. False

The first team member to respond with the correct answer will be recognized in a future edition of the Cultural Spotlight newsletter.

Email answers to interpreterservices@musc.edu

March/April - Winner

Eleanor Pineda RN, BSN, CCRN Hemapheresis
Did You Know….??

Interesting Language Facts

- 75% of the world’s population doesn’t speak a word of English
- The United Nations uses six official languages to conduct business: English, French, Spanish, Chinese, Russian, and Arabic
- The oldest languages known include Sanskrit (India, extinct), Sumerian (Iraq, extinct), Hebrew (Israel) and Basque (Spain/France).
- 200 artificial languages have been created since the 17th century.
- The so-called “critical period” of language learning is believed to end sometime between the ages of 4-12.

Source: https://www.access2interpreters.com/10-most-interesting-language-facts/

Please submit newsletter topics or ideas to interpreterservices@musc.edu

How to Access Interpretation Services at MUSC

Patients Who Speak Spanish

- In-person medical interpretation, 24/7/365
- MUHA Intranet: Service-Hub to request an interpreter.
- Video Remote Interpretation – 24/7/365
  - Available on selected patient floors, 24/7/365
  - Contact Interpretation Services (via Service Hub)

Spoken Languages - Telephonic Interpretation

- Available 24/7/365, over 200 languages
- Call 2-4595
- Request language, including any dialects. Can schedule a time for a phone interpreter for uncommon dialects.

Patients Who Are Deaf or Hard of Hearing

- In-house Medical Interpretation is available Mondays through Fridays, 8:00 am – 5:00pm
- In-Person Interpretation (After-Hours/Weekends)
  - Charleston Interpreting Services - 678-446-7780
  - ASL Interpreting Services - 843-696-6517
- Video Remote Interpretation – 24/7/365
  - Available on selected patient floors, 24/7/365
  - Contact Interpretation Services (via Service Hub)

Always document on the interpreter flow sheet that interpretation services were used. If it isn’t documented, it wasn’t done!!!

To schedule a department training or provide compliments/complaints about Interpretation Services, please contact Antwan Walters, Coordinator, Interpretation Services at waltea@musc.edu (2-5078) or Stephanie Taylor, Director, Diversity & Inclusion at taylorst@musc.edu or (2-2341).

Interpreter Appreciation Day

May 2, 2018 is Interpreter Appreciation Day. This is an opportunity to recognize the tremendous work and contribution of our in-house medical interpretation team who can be identified by their olive jackets. Medical interpretation is an important ancillary service that allows team members to fully engage patients, with limited English proficiency, in their health care.

Fun fact: Eighty-six (86%) of the MUSC medical interpretation team is nationally certified and expects to reach 100% by year’s end.