

## Health Care Interpreters

*English/Aakiv*

If English is not the language you grew up speaking, you may need someone to help you talk to your health care provider (doctor, nurse or other). Someone who does this is called an interpreter. He or she speaks English and your language very well and may have special training in health care interpreting (explaining what is being said between two people who speak different languages). The interpreter's job is to say everything just as you said it to your health care provider and then say everything the health care provider said back to you. People who interpret in health care settings are trained in medical terms, keeping things private, and giving good service to you and your health care provider.

Professional **interpreters** must keep all information private. They cannot speak to anyone about your health, medical treatment or medical appointments. Interpreters must not share their own thoughts, beliefs, advice, or answers about your health. It is your job, not your interpreter's; to ask your health care provider questions about your health if there is something you do not understand. The interpreter can help schedule future appointments. You should not ask your health care interpreter to help you with other needs such as transportation or finances.

## Tug txhaislug Khumob

*Green Mong/Moobleeg*

Yog tas lug Aakiv tsi yog yaam lug kws koj has thaum yau lug, tejzag yuav tau muaj ib tug paab koj txuas lug nrug koj lub chaw khumob (kws khumob, kws tu mob, losyog lwm tug). Tug ua qhov nuav yog tug txhaislug. Nwg has tau lug Aakiv hab koj yaam lug zoo heev hab tejzag tub kawm kevcai txhaislug rua sab khumob (pav rua ob tug tuabneeg kws has ob hom lug sib txawv). Tug txhaislug lub luag num yog has txhua yaam le koj has rua tug kws khumob hab ho rov has txhua yaam le tug kws khumob has rua koj. Cov txhais lug khumob nuav tub tau kawm tej lu lug siv rua phaab khumob, khaws txhua yaam tsi has qha leejtwg, hab txhais lug kuas zoo rua koj hab koj tug kws khumob.

Cov **kws txhais lug** yuavtsum ceev txhua yaam tsi has qha leej twg. Puab qha tsi tau leejtwg txug koj kev nojqaab hauv huv, kev khumob losis tej sijhawm teem tseg. Cov txhais lug yuavtsum tsi xob thaam txug puab tej kev xaav, kev ntseeg, tswvyim losyog lug teb txug koj kev mob. Nwg yog koj lub luag num, tsi yog tug txhaislug le; kws yuav nug koj tug kws khumob yog muaj tej yaam koj tsi totaub. Tug txhaislug paab tau koj teem sijhawm rua yaav pegsuab. Koj yuavtsum tsi xob khaiiv tug txhaislug paab koj lwmyaam xwsle thauj koj losis paab nyajtxag.

## Tus txhaislus Khomob

*White Hmong/Hmoobdawb*

Yog tias lug Aakiv tsiss yog yam lus uas koj hais thaum yau los, tejzaum yuav tau muaj ib tug pab koj txuas lus nrog koj lub chaw khomob (kws khomob, kws tu mob, losyog lwm tus). Tus ua qhov no yog tus txhaislus. Nws hais tau lus Aakiv thiab koj yam lus zoo heev thiab tejzaum twb kawm kevcai txhaislus rau sab khomob (piav rau ob tus neeg uas hais ob hom lus sib txawv). Tus txhaislus lub luag haujlwm yog hais txhua yam li koj hais rau tus kws khomob thiab ho rov hais txhua yam li tus kws khomob hais rau koj. Cov txhais lus khomob no twb tau kawm tej lo lus siv rau phab khomob, khaws txhua yam tsis hais qhia leejtwg, thiab txhais lus kom zoo rau koj thiab koj tus kws khomob.

Cov **kws txhais lus** yuavtsum ceev txhua yam tsis hais qhia leej twg. Lawv qhia tsis tau leejtwg txog koj kev nojqaab haushuv, kev khomob lossis tej sijhawm teem tseg. Cov txhais lus yuavtsum tsis txhob tham txog lawv tej kev xav, kev ntseeg, tswvyim losyog lus teb txog koj kev mob. Nws yog koj lub luag haujlwm, tsis yog tus txhaislus li; uas yuav nug koj tus kws khomob yog muaj tej yam koj tsis totaub. Tus txhaislus pab tau koj teem sijhawm rau yav pemsuab. Koj yuavtsum tsis txhob txib tus txhaislus pab koj lwmyam xwsli thauj koj lossis pab nyajtxiag.

**Tips to Help you  
Communicate Better When  
Using an Interpreter:**

***Asking for an Interpreter***

The person who makes an appointment for you should always tell the person who answers the phone at the health care provider's office that you will need an interpreter and what the language you speak. If an interpreter is not asked for when the appointment is scheduled, when you get to the health care provider's office or clinic you may have to make a different appointment for a later date. You can also ask for an interpreter by calling your health plan's member services.

***Using a Friend or Relative***

Although the law says places providing health care must have interpreters, some do not have them. They may expect you to bring along a family member or friend as an interpreter. Using family members or friends as interpreters can prevent you from getting good health care because friends or family may not have the special skills and knowledge about medicine that you will need. Friends and family may make mistakes that could cause bad problems. Also, friends or family may find it hard to tell you everything the health care provider says, especially if it is very personal or bad news. Children should never be used as health care

**Tswvyim Paab Koj kev  
Thaam Lug Kuas Tau Zoo  
Zog Thaum Muaj Tug  
Txhai Lug:**

***Has Kuas Muaj Tug  
txhaislug***

Tug tuabneeg kws teem sijhawm rua koj yuavtsum qha rua tug txais xuvtooj huv lub chaw khumob has tas koj yuavtsum tau ib tug txhaislug rua koj hab koj has yaam lug twg. Yog tsi xub has kuas muaj tug txhaislug rua koj thaum teem sijhawm, thaum koj moog txug huv lub chaw khumob tejzag puab yuav tau teem dlua lwm lub sijhawm rua koj rua lwm nub. Koj muaj cuabkaav has kuas tau ib tug txhaislug kws yog hu rua lub chaw them nqe khumob kws koj ua tswvcuab rua.

***Siv ib tug Phoojywg Losis  
Txheebze***

Txawm tas txuj cai lijchoj has tas cov tsev khumob yuavtsum npaaj tug txhaislug, tej lub kuj tseem tsi muaj. Puab yuav kuas koj coj ib tug txheebze losyog ib tug phoojywg ua tug txhaislug. Kev siv ib tug txheebze lossis phoojywg txhaislug tejzag yuav ua rau koj tsi tau kev khumob zoo vim ntau zag puab tsi muaj tej txujci hab kev paub txug kev khumob kws yuav paab tau koj. Phoojywg hab txheeb ze tej zag kuj txhais yuam kev es yuav muaj teebmeem. Tsi taag le ntawd, tejzag yuav nyuaj rua koj tej phoojywg lossis txheebze qha koj txhua yaam, tshwjxeeb yog has tas

**Tswvyim Pab Koj kev Tham  
Lus kom Tau Zoo Zog Thaum  
Muaj Tus txhaislus:**

***Hais Kom Muaj Tus txhaislus***

Tus neeg uas teem sijhawm rau koj yuavtsum qhia rau tus txais xovtooj hauv lub chaw khomob hais tias koj yuavtsum tau ib tus txhaislus rau koj thiab koj hais yam lus twg. Yog tsis xub hais kom muaj tus txhaislus rau koj thaum teem sijhawm, thaum koj mus txog hauv lub chaw khomob tejzaum lawv yuav tau teem dua lwm lub sijhawm rau koj rau lwm hnuv. Koj muaj cuabkav hais kom tau ib tus txhaislus uas yog hu rau lub chaw them nqi khomob uas koj ua tswvcuab rau.

***Siv ib tug Phoojywg Losis  
Txheebze***

Txawm tias txoj cai lijchoj hais tias cov tsev khumob yuavtsum npaj tus txhaislus, tej lub kuj tseem tsi muaj. Lawv yuav kom koj coj ib tus txheebze losyog ib tus phoojywg ua tus txhaislus. Kev siv ib tug txheebze lossis phoojywg txhaislus tejzaum yuav ua rau koj tsi tau kev khomob zoo vim ntau zaug lawv tsi muaj tej txujci thiab kev paub txog kev khomob uas yuav pab tau koj. Phoojywg thiab txheeb ze tejzaum kuj txhais yuam kev es yuav muaj teebmeem. Tsis tag li ntawd, tejzaum yuav nyuaj rau koj tej phoojywg lossis txheebze qhia koj txhua yam, tshwjxeeb yog hais tias yam ntawd yog tej yam tsimnyog

interpreters. This is hard for the child and you.

yaam ntawd yog tej yaam tsimnyog rua koj paub xwb lossis yog xwmtxheej kws phem heev. Tsi xob siv mivnyuas lug txhais lug rua koj ib zag le. Qhov nuav nyuaj heev rua tug mivnyuas hab rua koj.

rau koj paub xwb lossis yog xwmtxheej uas phem heev. Tsis txhob siv menyuam los txhais lus rau koj ib zaug li. Qhov no nyuaj heev rau tus menyuam thiab rau koj.

### **Your Rights**

By law you have the right to a trained interpreter provided by the place where you are getting health care. They cannot refuse to care for you because you do not speak English. If the place where you are getting health care says you must bring your own interpreter, you can do many things.

- Remind the place where you are getting health care of your rights and what they are supposed to do.
- Call your resettlement agency of ethnic organization to ask for help talking with the place where you are getting health care about your rights.
- File a complaint with the Federal Office of Civil Rights. Their phone number is 1-312-353-5999. You do not have to give your name to this office and filing a complaint will not cause problems with your future medical care. This office will provide a phone interpreter for you to report your complaint.

### **Koj Cov Cai**

Txuj cai lijchoj pub koj muaj feem tau tug kawm tav kev txhaislug tuaj txhais rua ntawm qhov chaw koj moog khumob. Puab tsi muaj cuabkaav yuav tsi khu koj vim koj tsi paub lug Aakiv. Yog tas qhov chaw kws koj moog khumob ntawd has tas koj yuavtsum nrhav koj tuabneeg txhaislug, koj yuav ua tau ntau yaam.

- Rov qha lub tsev khumob kws koj moog ntawd txug koj cov cai hab seb puab yuavtsum ua le caag.
- Hu rua lub chaw txais tog koj losyog koomhum koj haiv tuabneeg kuas paab nrug koj has rua lub tsev khumob ntawd txug koj txuj cai.
- Sau ntawv nroo tsi txaus sab moog rua tsoomfwv qebsab *Federal Office of Civil Rights*. Puab tug xuvtooj yog 1-312-353-5999. Koj tsi taag qha koj lub npe rua qhov chaw nuav hab sau ntawv nroo le nuav yuav tsi tsim teebmeem rua koj kev khumob yav peksuab. Lub chaw nuav muaj tug txhaislug

### **Koj Cov Cai**

Txoj cai lijchoj pub koj muaj feem tau tus kawm tiav kev txhaislus tuaj txhais rau ntawm qhov chaw koj mus khomob. Lawv tsi muaj cuabkav yuav tsi kho koj vim koj tsi paub lus Aakiv. Yog tias qhov chaw uas koj mus khomob ntawd hais tias koj yuavtsum nrhiav koj neeg txhaislus, koj yuav ua tau ntau yam.

- Rov qhia lub tsev khomob uas koj mus ntawd txog koj cov cai thiab seb lawv yuavtsum ua li cas.
- Hu rau lub chaw txais tos koj losyog koomhaum koj haiv neeg kom pab nrog koj hais rau lub tsev khomob ntawd txog koj txoj cai.
- Sau ntawv nroo tsi txaus siab mus rau tsoomfwv qibsiab *Federal Office of Civil Rights*. Lawv tus xuvtooj yog 1-312-353-5999. Koj tsi tas qhia koj lub npe rau qhov chaw no thiab sau ntawv nroo li no yuav tsi tsim teebmeem rau koj kev khomob yav pemsuab. Lub chaw no muaj tus txhaislus nrog koj tham txog koj cov lus nroo

nrug koj thaam txug koj  
cov lug nroo.

**Credits:** Based on *Health Guide for Refugees in Minnesota*. Minnesota Department of Health, 1998. Revised with permission by the Wausau Area Hmong Mutual Association, including editing of Green Hmong translation and translation into White Hmong. ©2008. Available for use as a public service at [www.hmonghealth.org](http://www.hmonghealth.org). May be copied for non-profit educational use.

**Cov Txajntsig:** Raws li Kev Tawm Qha Noj Qaab Haus Huv rau neeg Thoj Naam huv Minnesota. Minnesota Department of Health, 1998. Tau tso cai rua Koomhum Moob Wausau koj rov lug khu dlua rua ©2008. Muab txhais ua lug Moob Nruab hab muab txhais ua lug Moob Dlawb huv si. Muaj tsua sawv dlawg siv nyob huv [www.hmonghealth.org](http://www.hmonghealth.org). Tej zag kuj muaj luam tsua cov koj moog qha kev paub tsua lwm tug dlawb hab.

Cov Txiaj Ntsig: Raws li Kev Tawm Whia Noj Qab Haus Huv rau neeg Thoj Nam huv Minnesota. Minnesota Department of Health, 1998 tau tso cai rau Kooshaum Hmoob Wausau koj rov los kho dua rau ©2008. Muab txhais ua lus Hmoob Ntsuas thiab lus Hmoob Dawb huv si. Muaj rau sawv daws siv nyob huv [www.hmonghealth.org](http://www.hmonghealth.org). Tej zaug kuj muaj luam rau cov koj mus qhia kev paub rau lwm tus dawb thiab.