

ICS 03.080.01
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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 43980-2024

Interpreting services - Requirements for healthcare interpreting

口译服务 医疗口译要求

(English Translation)

Issued on: April 25, 2024

Implemented on: November 1, 2024

**Issued by: State Administration for Market Regulation, China National
Standardization Administration**

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting:

This document is equivalent to ISO 21998:2020 "Requirements and recommendations for medical interpretation services":

The following minimal editorial changes were made to this document:

---The name of the document is changed to "Requirements for Medical Interpretation Services";

---4.5 Add "Note: Meta-communication signals refer to the information attached to the communication itself, such as the relationship, role, location, etc: of the two parties in communication:

position, speaking attitude, tone, etc:

Introduction

Medical interpreting services can:

- a) Enable secure communication between healthcare providers and patients;
- b) Provide language support for health services:

Around the world, some patients are unable to access medical services and communicate with doctors, nurses, medical administrators, etc: due to language barriers:

This document is intended to meet the growing need for interpretation for patients with language barriers and to ensure the safety of patients in medical communications:

safety, dignity and well-being:

Several international documents (see Refs: 10-17) describe in detail the rights of people to receive health services:

Culturally and linguistically appropriate health care services: These documents are important for providing services to patients from multiple languages and cultural backgrounds:

Appropriate interpreting services were requested:

Medical interpretation is very different from medical translation: Translation involves translating various forms of content into another language:

Interpretation is the process of converting oral or sign language information from one language to another in a face-to-face or remote manner:

Into another language:

Medical interpretation is performed between at least three parties:

- a) A speaker or signer who uses a language different from that of the healthcare provider;
- b) medical providers or staff;
- c) Medical interpreters:

Medical institutions obtain interpreting services directly or from interpreting services: When entering a medical institution to provide an interpreter for a case, Medical interpreters are limited to participating in communication events that require interpretation services, whether face-to-face or remotely:

Medical interpreters have responsibilities beyond interpreting in their work: These additional tasks may involve bridging cultural and language gaps in the medical community:

barriers, cross-cultural exploration and inquiry, and may also involve cultural or language teaching to other health care professionals, patient contact, translation, and interpreting assistance Departments handle administrative and quality assurance duties, or perform other patient safety-related duties as assigned by the employer:

Need to comply with operating standards and relevant ethical codes at work:

The purposes of this document are to:

- a) Increase market transparency in the field of medical interpretation;
- b) Providing information and related instructions to users of medical interpretation services;
- c) Establish professional working conditions for medical interpreters:

The terms and conditions outlined in this document are designed to meet the special requirements of medical interpreting and the medical environment:

Compared with traditional medical interpretation, medical interpretation services require higher quality in order to ensure patient safety: This document is beneficial to all parties involved in medical interpretation:

include:

- Medical interpreters;
- Patients and their caregivers;
- Interpretation departments of medical institutions;
- Government agencies;
- Non-profit organizations;
- Community organizations that provide interpretation services (such as community

interpretation);

---Employees providing interpretation services;

---Industry Association;

---Medical institutions;

---Educators and researchers;

---Medical providers and their employees;

---Health policy makers:

Interpretation Services Medical Interpretation Request

1 Scope

This document sets out the requirements and recommendations for medical interpretation services in spoken and sign language communications:

This document is applicable to all situations where oral or sign language communication is required to handle medical (including health) related issues, as well as medical Medical interpreting service providers and medical interpreters:

2 Normative references

This document has no normative references:

3 Terms and definitions

The following terms and definitions apply to this document:

3.1

Terms related to interpreting participants and interpreting modes 3.1.1 interpret to convey both the register (3:4:4) and the meaning of the source language content (3:4:8) in a spoken or signed form, while also conveying the source language (3:4:6) the spoken or signed information is converted into the target language (3:4:7):

[Source: GB/T 42092-2022, 3:1:9] 3.1.2 Interpretation (noun) interpreting; interpretation to convey both the register (3:4:4) and the meaning of the source language content (3:4:8) in a spoken or signed form, while also conveying the source language (3:4:6) the spoken or signed information is converted into the target language (3:4:7):

[Source: GB/T 42092-2022, 3:1:10] 3.1.3 Interpreter Person engaged in interpretation (3:1:1)

[Source: GB/T 42092-2022, 3:1:12] 3.1.4 Interpreters (3:1:3) qualified to provide medical interpretation (3:3:3) services: