

THE ON-CALL INSIDER—1ST ANNIVERSARY EDITION

MGH Medical Interpreter Services

Volume 2, Issue 1

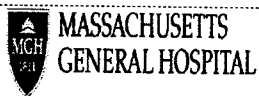
January–March 2002

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INTERPRETER SERVICES



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A closer look at the MGH Interpreter Services Department

When I was asked to write the article for this issue of the newsletter, I debated as to what I would write about. At the end I decided that I would elaborate somewhat on our staff and office operation. Some of you come in more often than others, but normally don't have enough time to interact with our staff, or to fully know the operation. So I thought that writing a little about our department would bridge that gap. We are a team of staff and on-call medical interpreters with a single purpose, to provide a valuable service to the institution so that our non-English and limited-English proficient patients can receive culturally competent care.

As the New Year began, our department underwent many physical changes. Some of you who happened to stop by during the holiday period were able to see the construction that was taking place in the office. We seem to be outgrowing our space rapidly. In fact, in the time that I've been in the department, which is now just a little over one year, the department has almost doubled in size. During this time our staff has grown from a team of 11 medical interpreters covering 6 languages (Spanish, Portuguese, Arabic, Chinese, Vietnamese, and Khmer) to 20 medical interpreters covering 10 languages (French Creole, French, Russian, and Italian were added).

Another major change that has taken place is the extension of hours of operation. Our office is now open from 7am to midnight, Monday through Friday, and 10am to 10pm on Saturdays and Sundays. In addition to extending the hours of operation, we have also implemented the night on-call program, where we have taken control of the operation during the time the

office is closed. Our staff now covers the coordination of all interpreter requests throughout the hospital 24/7. When the office is closed, we have the 3 most requested languages on beeper (Spanish, Portuguese and Arabic), as well as a beeper to handle the requests for all other languages.

It seems that no matter how much we grow, there is always a greater demand for medical interpreters. There are many factors that contribute to this phenomenon. The new interpreter law, which went into effect July of 2001, has helped raise awareness to the needs of the non-English and limited-English proficient patients. Providers are becoming more aware of the risks involved in using casual bystanders or family members as interpreters. Typically our patients live in communities where the word gets around regarding the availability of medical interpreters at MGH, and this in turn brings more patients to our institution.

The service you are providing is one of great importance. Your profession as medical interpreters is still new, but it's rapidly gaining respect throughout the health care setting. You have certainly gained my respect and admiration. I am proud to belong to such a talented and dedicated group of professionals. Keep up the good work!

Anabela Nunes
Staff Coordinator
MGH Interpreter Services

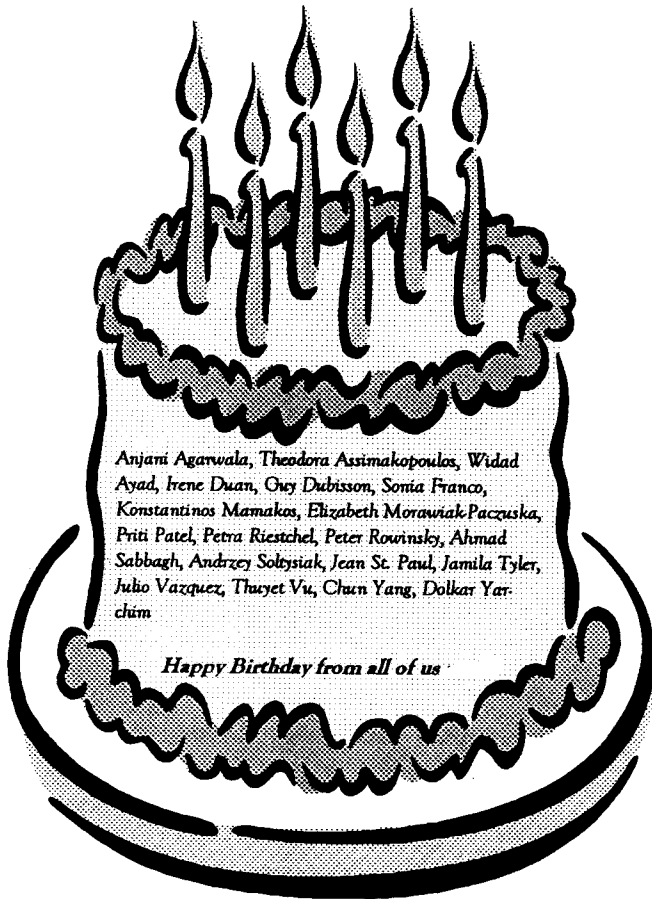
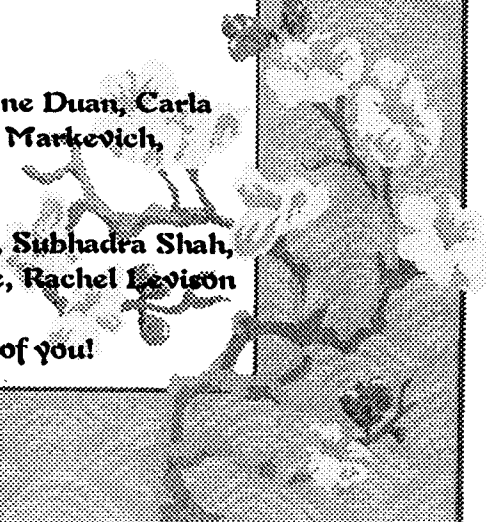
MGH On Call Medical Interpreter Honor Roll

Highest Honors - Biljana Miljanovic, Shahin Bas-siri, John Pagounis, Nahir Luna, Sayoko Crabtree, Claudio Boina, Irene Lerman, Ivelissa Escalera, Ali Dincer, Ali Kadder

High Honors - Jamal Nazzal, Irene Duan, Carla Celli, Elisabeth Morawiak, Irina Markevich,

Honors - Terri Assimakopoulos, Subhadra Shah, Marlyane Mota, Jorge Villafuerte, Rachel Levison

Congratulations to all of you!



Anjani Agarwala, Theodora Assimakopoulos, Widad Ayad, Irene Duan, Ouy Dubisson, Sonia Franco, Konstantinos Mamakas, Elizabeth Morawiak-Paczuska, Priti Patel, Petra Riestchel, Peter Rowinsky, Ahmad Sabbagh, Andrzej Soltysiak, Jean St. Paul, Jamila Tyler, Julio Vazquez, Thuyet Vu, Chun Yang, Dolkar Yar-chim

Happy Birthday from all of us

MGH On Call Latest Additions & Departures
 We extend a warm welcome to all our new interpreters and to those that left we thank you for your dedication and support.
 We wish you the best in all of your future endeavors.
 You will be missed.

Additions: Jorge Villafuerte-Spanish, Juliane Miranda-Portuguese, Chantha Long-Khmer, Dora Tartakovsky-Russian, Brunia Beaubrun-Haitian Creole, Chun Yang-Chinese (Mandarin), Priti Patel-Hindi, Gujarati, Milad Najjar-Arabic, Peter Rowinsky-Spanish, Arti Gehani-Spanish

Departures
 Shakir Hussein-Arabic



Special Holidays and celebrations observed during this past quarter:

January 1—New Year's Day

January 21—Martin Luther King, Jr

February 13—Ash Wednesday

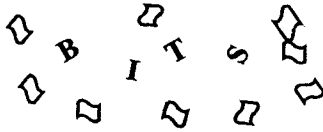
February 14—Valentine's Day

February 18—President's Day

March 17—St. Patrick's Day

March 29—Good Friday

March 31—Easter



of Culture



Germany is the largest of the German-speaking countries. Berlin is the capital, it is composed of sixteen states and it occupies much of central Europe bordering the North Sea and the Baltic Sea between the Netherlands and Poland, south of Denmark. Today, the German-speaking world is dominated by two denominations of the same religion. Christianity is by far the largest religion, but it is divided, almost in half in some countries, between Catholicism and Protestantism. While Catholicism has a longer history, Protestantism was born in Germany. www.geocities.com/Athens/Olympus/5011/germany.html

In Germany the season of Carnival is referred to as *Karneval* or *Fastnacht* or *Fasching* depending on the region. In general, Carnival is a Catholic festival. In predominantly protestant areas you'll find little Carnival activities. It is the period before Ash Wednesday, before the Lent, the fasting-days, begin. People take it as the last opportunity to drink, eat and frolic to their hearts content. Until Easter things will be going to some extremes. www.watzmann.net Eisbein (pig knuckles) is practically always accompanied by **Sauerkraut**. Sauerkraut is cabbage, fermented with salt in its own juice and seasoned with a number of spices among which caraway (in German: **Kümmel**) is predominant. The most ordinary German sausage is **Bockwurst** made of fine

ground meat and fat. It is commonly served boiled in thick German vegetable soups or grilled and topped with a lot of mustard. www.asiatour.com/x-librar/dining/



Athens is the symbol of freedom, art, and democracy in the conscience of the civilized world. The capital of Greece took its name from the goddess Athena, the goddess of wisdom and knowledge. This is where that marvel of architecture, the Parthenon, was created. This is where Pericles gave the funerary speech, that monument of the spoken word. In the center of town are two hills, the Acropolis with the monuments from the Age of Pericles, and Lycabettus with the picturesque chapel of Ai Giorgis. Ancient ruins provide a vivid testimony to the glory of Athens, hailed by many people as the cradle of western civilization. The Greeks invented athletic contests and held them in honor of their gods. The Isthmos game were staged every two years at the Isthmos of Corinth. The Pythian games took place every four years near Delphi. But the most famous games were those at Olympia, a town in south-western Greece. These took place every four years. The ancient Olympics seem to have begun in the early 700 BC, in honor of Zeus. No women were allowed to watch the games. Pottery dating from around 550 BC shows men taking part in the games naked or wearing only a thong. www.ancientgreece.com/ Lamb is the principal meat served and a holiday festivity calls for ceremoniously spit-roasting a whole carcass out of doors. For everyday meals, lamb is braised and stewed in casseroles with assorted vegetables and skewered and broiled. Pork, beef, and game are marinated, grilled, and baked. Chicken is broiled or braised. Good meat and vegetable combinations are endless, often embellished with the golden lemon sauce, *avgolemono*, or a cinnamon-spiced tomato sauce. Fresh feta, Romano, and Kasseri, in particular, are used lavishly to accompany homemade whole-grain bread or salad or to grate and top vegetables or pasta. Fresh fruit - generally figs, orange, apples, and melon - usually conclude the late evening dinner. www.sallys-place.com/food/ethnic_cuisine/greece.htm



Italy's instantly recognizable boot shape kicks its way into the Adriatic, Ionian, Ligurian and Tyrrhenian Seas - all of

which form part of the Mediterranean Sea. It's capital is Rome. From west to east, France, Switzerland, Austria and Slovenia form a rugby scrum to the north. The islands of Elba, Sardinia, Ischia, Capri, the Aeolians and Sicily lie offshore. The Italians invented both the piano and our system of musical notation. The most important cultural pastime is soccer. Cooking styles vary notably, from the rich and creamy dishes of the north to the hot and spicy specialties of the south. Northern Emilia-Romagna has produced the best known dishes - spaghetti bolognese, lasagne and tortellini - and is also home to the best prosciutto and mortadella. Liguria is the home of pesto, that mainstay of cafés worldwide. It also has seafood and exotic meats - like frog risotto, donkey steak or entrail pudding? Desserts - cassata, cannoli, zabaglione, granita and marzipan - come into their own in Sicily, while Sardinia is famous for its spit-roasted piglet. Coffee, beer and wine are of course magnificent countryside. www.lonelyplanet.com/destinations/europe/italy/culture.htm

www.lonelyplanet.com/destinations/europe/italy/culture.htm

Tips of the Quarter



Payroll is done every week. Submit or fax your tracking sheets by **Friday afternoon**



An MGH medical interpreter exhibits control of his/her emotions and impulses

Embrace cultural diversity




Positions Available

On-call (per diem)—all languages, especially Albanian, Bosnian, Burmese, Cantonese, Thai, Nepalese, Farsi, Ethiopian, Khmer, Somali, Swahili, and Vietnamese

Going to the moon, honey bees and a night at the movies.....



Did you know that there were a total 43 MGH medical interpreters that put in a total of 1, 280 hours from December 2001 to February 2002? This breaks into 76, 800 minutes, 4, 608,000 seconds or roughly 53 days and 8 hrs!. Having worked these hours our interpreters could have made 8 round trips to the moon since it takes approximately 3 days to reach the moon if they travel at 20,000 miles per hour!or let's pretend that our medical interpreters were each a honey bee queen. The queen  lays approximately 2,000 eggs daily which would mean that each interpreter that worked during these three months would have laid 86,000 eggs daily or 4, 558,000 during 53 days; impressive!



Perhaps our medical interpreters are tired of laying eggs so we have decided to bring them back to the human side for a night of fun at the movies. For an average night at the movies one buys 1 slice of pizza, 1 small soda, 1 small popcorn and 1 ticket. The money paid to the interpreters from December to February is enough to take out 2, 093 interpreters for a night at the movies. Since there are 85 medical interpreters each will get a chance to go to the movies 24 times.....not happening yet; maybe someday.

I think we prefer that you stay with us, here on earth, on the human side and close-very close to the MGH.
You are part of us and yes; you make a difference!



As an MGH Bulfinch Temp employee you can benefit from the Perks.
For a complete list, please visit the Perks website at <http://is.partners.org/hr/affiliates/perks/perks.html>

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