

THE ON-CALL INSIDER

MGH Medical Interpreter Services

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MGH Medical Interpreter Week

On our last newsletter we wrote about our upcoming Medical Interpreter Week and mentioned that more details would follow. Well, the wait for the details is over and the event is almost upon us!

From September 16–September 20, 2002, the MGH Medical Interpreter Services will hold its first *Medical Interpreter Services Week* at the MGH. There will be tables and displays located at the main corridor next to Coffee Central. This will be the opportunity for us to demonstrate and show the MGH community, the patients and visitors what our commitment is and the services we provide.

Some of the handouts we are planning to have will be pertaining to the Massachusetts Medical Interpreter Law in the Emergency Room and APS, guidelines for providers to work with medical interpreters, some fact sheets about the work of a medical interpreter and so on. In addition, there will be statistics to show number of requests, evaluation process when becoming an interpreter, etc. We will also have on display our (AHA) award winning Point to Talk Booklets.

This will be our time to show and educate everyone what our jobs entail. We have to opportunity to show them that what may appear to be a simple process of “passing” a message across, is in fact sometimes a very complex and often difficult task to ensure that the message is conveyed in a professional, clear and understandable manner.

Stop by and spread the word so people become interested in this profession. Believe me, this is the right time to enter this field and there is no better place; this IS the time to be a medical interpreter at MGH.

Medical Interpreter Services Survey Results

A few months ago we sent a survey to all the medical interpreters in the MGH on-call pool to see what you thought about the process, staff and overall office environment at MGH. Although we do not interact on a daily basis, we feel you are part of our team and we value your opinion and feedback.

The survey had a range of questions from payroll system improvement, scheduling process satisfaction, MGH convenience (location for assignments), friendliness and professionalism from the staff, improvement in addressing concerns/questions since On-Call coordinator position added, to were people pleased with the management team at MGH.

100% feel that the staff as well as the management team is friendly, courteous and professional, 90% of agree that calls/concerns and questions are answered in a timely manner, 5% feel that this is not the case and 5% did not answer, 80% feel that the communication with the department has improved since the addition of the On-call Coordinator, 20% did not answer. Also, 80% feel that MGH is a more convenient location for appointments while 20% did not answer. 85% say that the documentation process has improved while 15% did not answer. 65% noticed an improvement in the scheduling process, 25% did not answer and 10% did not notice an improvement. Lastly, 70% of you think that the payroll process has improved, while 20% think it has not and 10% did not answer.

Overall 86% of you are pleased with our services, 12% are not and 2% did not answer. We thank everyone that took the time to complete the survey. It was a valuable tool which will help us achieve one of our goals - to be your partner.

MGH On Call Medical Interpreter Honor Roll

Highest Honors - Terri Assimakopoulos, Shahin Bassiri, Rosario Camara, Carla Celli, Sayoko Crabtree, Irene Duan, Irene Lerman, Biljana Miljanovic, John Pagounis.

High Honors - Dorothy Adams, Anjani Argawala, Claudio Boina, Ivelissa Escalera, Haejung Haworth, Ana Holzbach, Kristela Katro, Tesfai Tikabo, Olga Tsukurov.

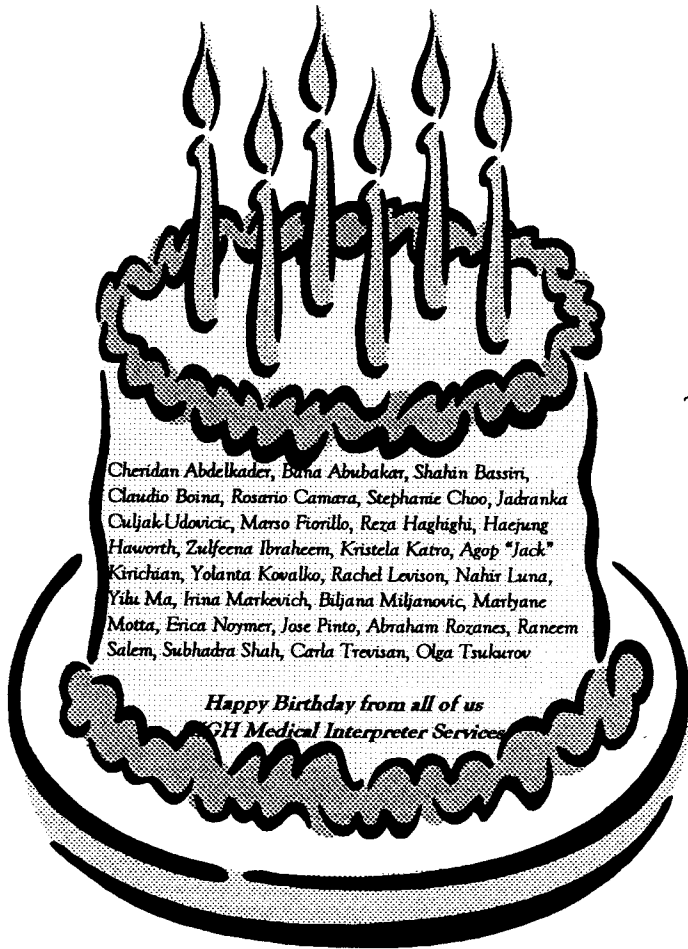
Honors - Ali Dincer, Rosario Flores, Ziad Hawa, Paul Hsia, Zulfeena Ibraheem, Jack Kirichian, M.D., Nahir Luna, Irina Markevich, Juliane Miranda, Elizabeth Morawiak, Milad Najjar, Jamal Nazzal, M.D., Adriana Neal, Mai Nguyen, Petra Rietschel, M.D., Inocencia Rodriguez, Raneem Salem, Andrzej Soltysiak, Jamila Tyler, Veronique Weiss.

Congratulations to all of you!



The MGH Medical Interpreter Services wishes to congratulate **Ahmad Sabbagh, M.D.**, Arabic medical interpreter who was recently appointed as the Regional Director, Boston area of the MMIA. Also, **Agop "Jack" Kirichian, M.D.**, Arabic, Armenian and Russian medical interpreter recently passed the CSA., congratulations, Dr. Kirichian! Lastly, **Edaniel Beauplant**, Haitian Creole and French medical interpreter, was awarded the MGH Support Service Employee Grant.

We are very proud to have you on our team.



Cheridan Abdelkader, Bana Abubakar, Shahin Bassiri, Claudio Boina, Rosario Camara, Stephanie Choo, Jadranka Cujak-Udovicic, Marso Fiorillo, Reza Haghighi, Haejung Haworth, Zulfeena Ibraheem, Kristela Katro, Agop "Jack" Kirichian, Yolanta Kovalko, Rachel Lovison, Nahir Luna, Yihu Ma, Irina Markevich, Biljana Miljanovic, Marlyane Motta, Erica Noymer, Jose Pinto, Abraham Rozanes, Raneem Salem, Subhadra Shah, Carla Trevisan, Olga Tsukurov

*Happy Birthday from all of us
MGH Medical Interpreter Services*

MGH On Call Latest Additions & Departures
The MGH Medical Interpreter Services proudly presents our new medical interpreters:

Sadia Kullane-Somali, Yihu Ma-Chinese Mandarin, Guido Alsfasser-German, Abraham Rozanes-Spanish, Portuguese, Tarik Bogorovac-Bosnian, Olga Vahryeva, Russian, Layla Guled-Somali

However, we are saddened that the following medical interpreters have left. We thank you for your dedication and support. We wish you the best in all of your future endeavors. You will be missed.

Departures

Hye Ran Yun-Korean, Pedro Montero-Huertas-Spanish
Maria Isabel McIntyre-Spanish



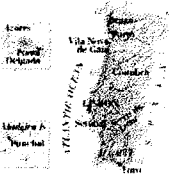
Special Holidays and celebrations observed during this past quarter:

July 4—Independence Day

September 3—Labor Day

September 9—Grandparents Day

September 22—Fall Begins



Portugal is the country lying along the Atlantic coast of the Iberian Peninsula in south western Europe. It is bordered on the East and North by

Spain, and on the West and South by the Atlantic Ocean. Lisbon is the capital. Occupying about 16 percent of the Iberian Peninsula, Portugal has a total area of 35,672 square miles, occupied by ten million people. Despite its small size, the country displays a great diversity of geographic features, creating a contrast between plain areas and extremely mountainous zones. Dancing and singing play a prominent part in the life of the people. Small accordions are often used to accompany dances and Portuguese guitars accompany the 'Fado', a song form known all over the world that optimises 'saudade', the yearning, romantic aspect of the Portuguese character.

www.portugal-live.net/UK/essential/general.html
Classic Portuguese meals include *sardinhas assadas* (charcoal-grilled sardines), *pastéis de bacalhau* (cod fishcakes) and *caldo verde* (a soup of cabbage and potatoes). Seafood dishes such as *linguado grelhado* (grilled sole) and *bife de atum* (tuna steak) are appetising staples. Meals can be washed down with Portugal's good-quality wines (*vinhos*) or port - the drink synonymous with Portugal. The main language is Portuguese. www.lonelyplanet.com/destinations/europe/portugal/culture.htm



Portuguese is also spoken in Brazil which is the largest of the Latin American countries. Brasilia is the capital. Covering nearly half (47.3 percent) of the continent of South America, it occupies an area of 3,286,470 sq. miles. It is the 5th largest country in the world after the Russian Federation, Canada, China, and the U.S. Rio de Janeiro has the biggest and best known pre-Lenten carnival in the world - its most colorful event is the Samba School Parade.

The *samba* schools taking part in the parade - each roughly having three to five thousand participants - are composed overwhelmingly of poor people from the city's sprawling suburbs. Like the hamburger and the banana split in the United States, Brazil's cuisine is the product of tradition and happenstance: **Vatapá:** Shrimp are either cut up or ground together with pieces of fish, then cooked with *dendê* palm oil, coconut milk and pieces of bread. The dish is served over white rice. **Sarapatel:** The liver and heart of either a pig or a sheep are mixed with fresh blood of either animal; tomatoes, peppers, and onions are added and everything is cooked together. **Caruru:** Sauteed shrimp are combined with a very sharp sauce made of red peppers and tiny okra. www.brazil.org.uk



Russia can be divided into several geographic regions. East to west they are the Great European Plain; the

Ural Mountains; the mountain systems and ranges along much of Russia's southern border; and the lowlands and uplands of Siberia, including the West Siberian Plain, the Central Siberian Plateau, and the mountain ranges of northeastern Siberia. The largest city by far is Moscow, the capital. The next largest city is Saint Petersburg, a leading port and major industrial center situated on the Gulf of Finland. Russians generally eat three meals a day. The morning meal, called *zavtrak*, typically includes buckwheat pancakes or *kasha*, porridge served with sour cream and cheese, although some Russians eat only bread and tea for breakfast. Dinner, or *obed*, is served in the afternoon and is the main meal of the day. It often begins with soup, such as *borshch* (also spelled *borscht*), which is made from beets and served with sour cream. It may also begin with

zakuski—appetizers such as salted fish, cold meats hard-boiled eggs, and caviar. The main course is typically made with beef, pork, or chicken. *Uzhin* is the evening meal, which usually consists only of tea and *zakuski*, although restaurants serve larger meals. In addition to tea, coffee and seltzer are popular beverages, vodka and beer are extremely popular alcoholic drinks. The State Hermitage Museum in Saint Petersburg and the Tretyakov Gallery in Moscow rank among the greatest museums in the world. Other institutions, such as the Russian Museum in Saint Petersburg and the Pushkin Museum of Fine Arts in Moscow, also have important collections. Mining is a major sector of the Russian economy and provides a significant share of the country's exports. Russia leads the world in the mining of nickel and ranks 2nd in the production of aluminum. Russia ranks among the world's top 5 producers of gold, silver, and diamonds, lead, copper, and uranium ores. MS Encarta Encyclopedia Deluxe 2002.

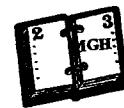
The last 10 days of June feature the White Nights, a time for general merrymaking and staying up late. A film festival is held in Moscow in autumn in odd-numbered years. The other main winter celebration is New Year, celebrated with presents, champagne and vodka. www.lonelyplanet.com

Tips of the Quarter



If an encounter is taking longer than 2 hours call our office to give an update and document the reason on the back of the On-Call Tracking Sheet.

You need to be authorized by the Medical Interpreter Services to do every encounter.



If you can not come to an assignment you were scheduled to do, you must cancel the day before.



Positions Available

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

What Mom Didn't Know...

- **To help you project a good first impression:** Notice the color of a person's eyes as you shake hands. **Why it works:** You'll gain strong eye contact in a way that shows you're interested in what the person has to say. **Source:** *Secrets of Power Persuasion*, by Roger Dawson, Prentice Hall, (201). 236-7000.
- **What is spinal fusion surgery?** Fusion is a surgical technique in which one or more of the vertebrae of the spine are united together ("fused") so that motion no longer occurs between them. The concept of fusion is similar to that of welding in industry. Spinal fusion surgery, however, does not weld the vertebrae during surgery. Rather, bone grafts are placed around the spine during surgery. The body then heals the grafts over several months - similar to healing a fracture - which joins, or "welds," the vertebrae together. <http://www.spine.org/articles/spinalfusion.cfm>



As an MGH Bulfinch Temp employee you can benefit from the Perks.

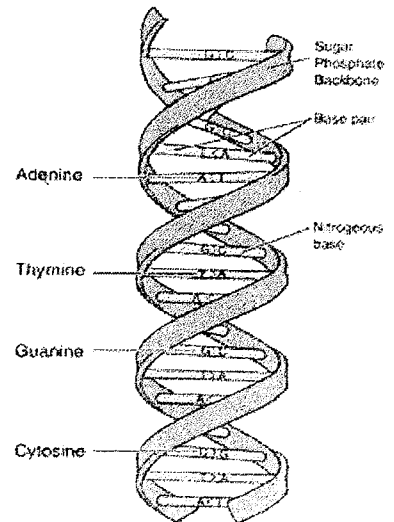
For a complete list, please visit the Perks website at <http://is.partners.org/hr/affiliates/perks/perks.html>

Boost your medical knowledge!

DNA

DNA (deoxyribonucleic acid) is the cell's genetic material, found in jumbled, loosely coiled threads called chromatin in the nucleus of each cell. Just before a cell divides, the chromatin becomes tightly coiled, forming chromosomes. The DNA molecule is a long, coiled double helix that resembles a spiral staircase. In it, two strands, composed of sugar (deoxyribose) and phosphate molecules, are connected by pairs of four molecules called bases, which form the steps of the staircase. In the steps, adenine is paired with thymine, and guanine with cytosine. Each pair of bases is held together by a hydrogen bond. A gene is a segment of DNA that has a particular function and consists of a specific sequence of bases.

www.merck.com/pubs/mmanual_home/illus/2i1.htm



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