

Thank you for taking the time to complete this survey. Your answers will give us important information about the current state of medical interpretation in New Hampshire. All responses are confidential. Survey findings will be summarized and no individuals will be identified.

The survey will take approximately 15 minutes to complete. Please answer the questions as completely as you can.

1. Where do you work as an interpreter? (Please check all that apply)
  - Greater Concord area
  - Greater Manchester area
  - Greater Nashua area
  - Lakes Region
  - Monadnock Region/Keene
  - North Country
  - Seacoast area
  - Upper Valley
  - Other: \_\_\_\_\_
2. What is your gender?  Male  Female
3. In what language(s), other than English, do you interpret: \_\_\_\_\_
4. What is your current employment status? (Please check all that apply)
  - I work for the Language Bank, Words, Rosetta Stone, or another interpreter service **[please go to Question #5]**
  - I am a *freelance* medical interpreter (I do my own scheduling and billing) **[please go to Question #5]**
  - I am employed as a *medical interpreter* by a healthcare organization  
Please identify your employment status for the organization:
    - I am an employee of the organization **[please go to Question #11]**
    - I work under contract for the organization **[please go to Question #5]**
  - I am employed *in a different position* in an organization (for example, as a receptionist) but do medical interpreting for my organization **[please go to Question #11]**
  - I am *not* doing medical interpreting **[please go to Question #11]**

5. Estimate how many total interpreting sessions in medical settings you conduct per month: \_\_\_\_\_ sessions
6. Approximately how many hours per week on average do you spend medical interpreting? \_\_\_\_\_ hours
  - 6a. Would you prefer to spend  more time  less time  about the same amount of time as a medical interpreter?

7. We are interested in knowing the three places where you have interpreted the most over the past year. Please review the list below and use the number "1" to identify the place where you have interpreted the most over the past year, use "2" to identify where you interpreted the second most, and "3" to identify where you have interpreted the third most. For each of these three places, please also identify whether the provider asked for your qualifications to interpret.

	Please identify where you have spend the most time, using the numbers 1, 2 and 3	Did the provider ask for your qualifications to interpret?
Physician offices		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
Community health centers		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
Hospital emergency departments		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
Other hospital outpatient areas		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
Hospital inpatient units		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
Dental clinics or offices		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
Social services agencies		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
Court/legal services agencies		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
Businesses		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know

8. Who pays for your services as an interpreter most often? \_\_\_\_\_
9. How often are you reimbursed for mileage?  Always  Sometimes  Never
10. We are interested in what other kinds of work interpreters do. Do you have another paid job?  Yes  No
  - 10a. If yes, what sort of other work do you do? \_\_\_\_\_
11. Have you had formal training as a medical interpreter?
  - Yes  
If yes, where did you receive training?

- The Art of Medical Interpretation course offered by Southern New Hampshire Area Health Education Center/New Hampshire Minority Health Coalition [Please go to Question #12]
- Other (Please describe: \_\_\_\_\_) [Please go to Question #22]

No [Please go to Question #22]

12. When did you attend the Art of Medical Interpretation course?  
 Spring 2002    Fall 2002    Spring 2003    Fall 2003
13. Did your employer require you to take the course?    Yes    No
14. Before starting the Art of Medical Interpretation course, what was your employment status? (Please check all that apply)
- I worked for the Language Bank, Words, Rosetta Stone, or another interpreter service
  - I was a *freelance* medical interpreter (I did my own scheduling and billing)
  - I was employed *as a medical interpreter* by a healthcare organization  
Please identify your employment status:
    - I was an employee of the organization
    - I worked under contract for the organization
  - I was employed *in a different position* in an organization (for example, as a receptionist) but did medical interpreting for my organization
  - I *did not* do medical interpreting
- 14a. Before starting the training course, how many hours per week on average did you do medical interpreting: \_\_\_\_\_ hours
15. Has your salary as a medical interpreter increased as a result of taking the training course?    Yes    No
16. To what extent are you using the following skills or knowledge that you gained in the course:

	Very Often	Often	Somewhat	Not at all
a. Applying the standards of practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Code of ethics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Medical terminology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Conducting a pre-session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Since taking the course, what are you doing differently as a medical interpreter: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

18. Please identify whether you agree with the following statements:

Since taking the medical interpreter training course:	Strongly Agree	Agree	Disagree	Strongly Disagree
a. I better understand my role as a medical interpreter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I can better serve clients as a medical interpreter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I am more confident in working with clients and providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. What about the course has been most useful in your work? \_\_\_\_\_
20. What about the course has been least useful in your work? \_\_\_\_\_
21. What else do you wish you had learned in the course? \_\_\_\_\_  
\_\_\_\_\_

22. What changes have you seen in the demand for your services as a medical interpreter over the past few years?  
 the demand has increased    the demand has decreased    the demand has stayed the same

