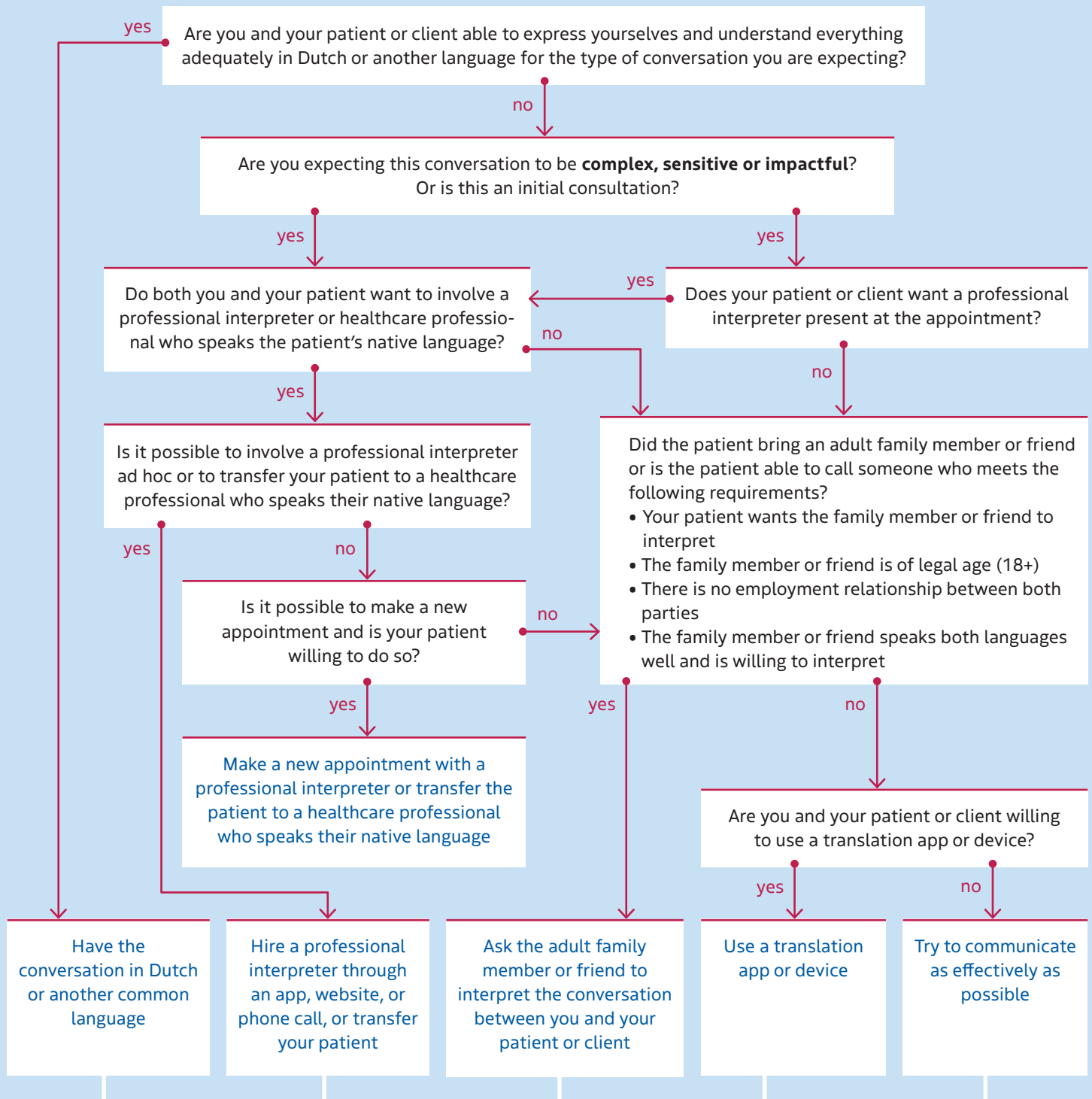


Language barrier? This is how we solve it together!

Dutch Guideline Navigating language barriers in health and social care | decision tree for health and social care professionals.



1. During your conversation, verify that you and your patient or client understand each other. A simple nod is not good enough. Ask your patient or client to repeat what you said, for example by using the teach-back method.
2. Consider using alternative types of language support, if you do not understand each other well enough.
3. Provide translated material in the patient's native language or in simplified Dutch where possible.
4. Report which language support you used in the patient's record.
5. When transferring your patient or client, indicate the type of language support they prefer and need.

You can find more information about hiring a professional interpreter on www.zoschakeltueentolkin.nl.
The complete guideline and overview can be found on www.pharos.nl/taalbarrieres.