



**Code of Ethics**  
for NV AHEC's Medical Interpreters

- **Confidentiality**
- **Accuracy**
- **Completeness**
- **Understanding**
- **Client self-determination**
- **Attitude towards clients**
- **Acceptance of assignments**
- **Compensation**
- **Professionalism**
- **Ethical violations**

# **The Code of Ethics**

## **for NV AHEC's Medical Interpreters**

**CONFIDENTIALITY:** The interpreter must treat all information learned during the interpretation as confidential, divulging nothing without full approval of the client and his provider. The interpreter must respect client confidentiality in all circumstances, including community social situations.

**ACCURACY:** The interpreter must transmit the message accurately, in a thorough and faithful manner, omitting or adding nothing. S/he must give consideration to linguistic variation in both languages and convey both the tone and spirit of the original message. Where there is no linguistic equivalent, the interpreter must understand the relevant concept and say it in a language that is readily comprehensible and culturally appropriate to the person for whom s/he is interpreting

**COMPLETENESS:** The interpreter must interpret everything said by all parties in the encounter. S/he must inform both clients and providers if the content to be interpreted might be perceived as offensive, insensitive, or otherwise harmful to their dignity and well-being.

**UNDERSTANDING:** The interpreter will make every effort to assure that the client has understood questions, instructions, and other information transmitted by the provider. The interpreter shall explain cultural differences or practices to providers and clients as appropriate.

**CLIENT SELF-DETERMINATION:** The interpreter must limit him/herself to facilitating communication. S/he may not give advice, opinions, or treatment options either before, during, or after the encounter. S/he should not seek to influence opinions or actions of either provider or client.

**ATTITUDE TOWARDS CLIENTS:** The interpreter should strive to develop a trusting and respectful relationship with the client. This shall be accomplished by demonstrating a caring, attentive, yet discreet and impartial attitude towards the client and his questions, concerns, and needs. The interpreter must maintain a discreet attitude when encountering a client in a social situation.

**ACCEPTANCE OF ASSIGNMENTS:** The interpreter must disclose any real or perceived conflict of interest, including family ties, which would affect his/her objectivity in delivering interpreting services. If level of experience, personal sentiment, or conflict of interest would make it difficult to abide by any of the above conditions, the interpreter should withdraw from the assignment. In emergency situations the interpreter may be asked to do interpretations for which s/he is not qualified or where there is a conflict of interest. The interpreter may consent as long as all parties understand the limitations and there is no other interpreter available.

**COMPENSATION:** The interpreter must accept only the fee agreed upon by him/her and the agency. Interpreters should not accept additional money, consideration, or favors for services reimbursed by the agency. The interpreter may not use the agency's time, facilities, equipment, or supplies for private gain or advantage, nor may an interpreter use his/her position to secure privileges or exemptions.

**PROFESSIONALISM:** The interpreter will conduct him/herself in a professional manner in all interactions with clients and providers. S/he must be punctual, prepared and dressed in an appropriate manner. The interpreter should present his/her certification(s), training and experience accurately, completely and when appropriate. The trained interpreter is a professional who seeks to further his/her knowledge and skills through continued education.

**ETHICAL VIOLATIONS:** The interpreter must withdraw immediately from an encounter that s/he perceives to be in violation of the Code of Ethics.