

Note taking for healthcare interpreters

**When, what, why, and how to take notes during the
interpreted healthcare session**

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**TOOK NOTES DURING
AN ASSIGNMENT**



**RENDERED AN ACCURATE
INTERPRETATION**

Learning objectives

- Define note taking as a tool to support short term memory in consecutive interpreting
- Identify strategies, symbols, and abbreviations for note taking
- Practice note taking techniques for consecutive interpreting

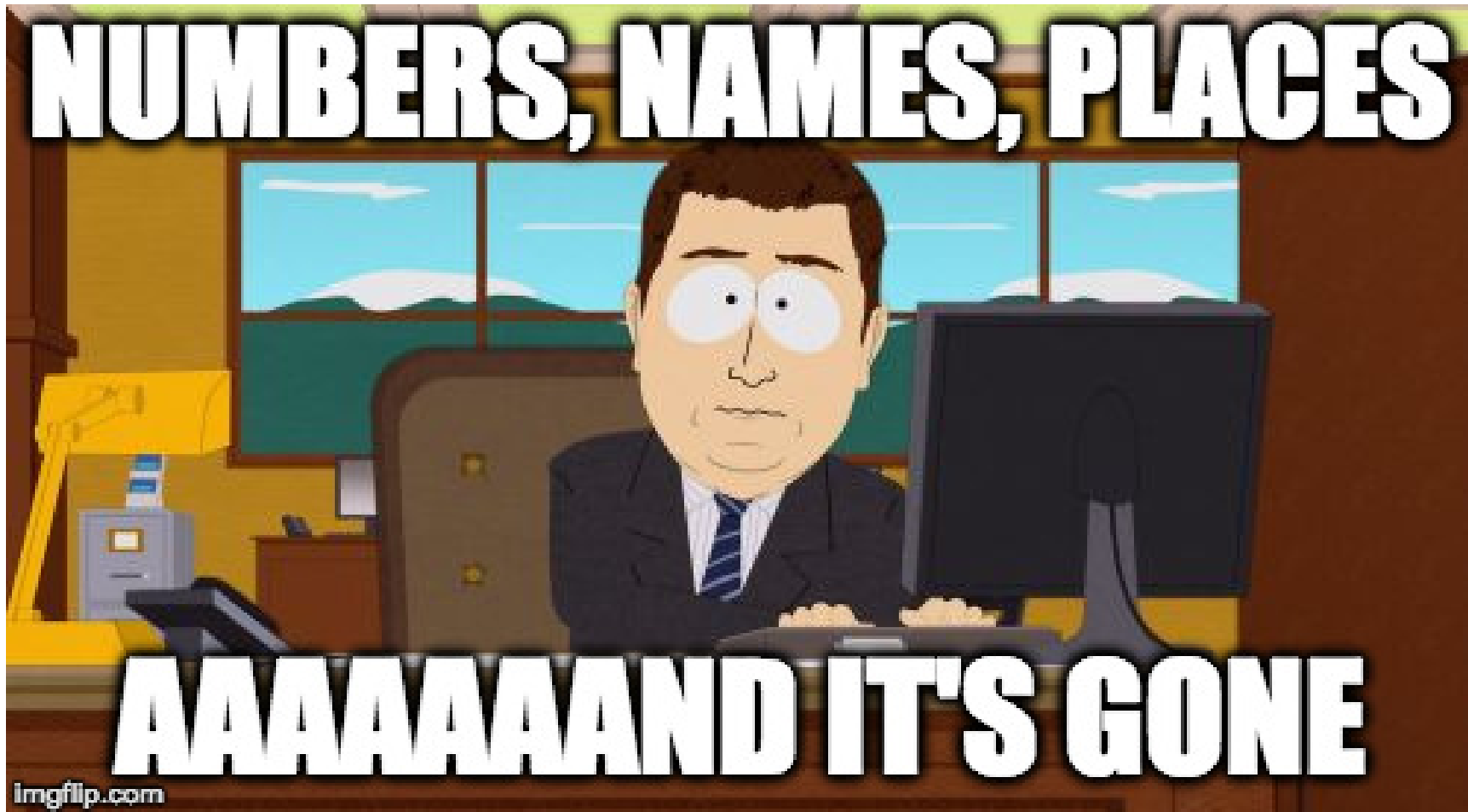


When do we take notes?

- Consecutive dialogue interpreting
- When patient or provider speaks at length (avoid interrupting the speaker)
- On-site and remote interpreting

Note taking is a tool to support short term memory and **accuracy** in healthcare interpreting.

When might it be better to interrupt rather than allowing the speaker to go on at length?



What do we note down and why?

- Numbers
- Names of providers, medications, places
- Symbols and abbreviations to support memory

Noting down too much will distract us from the task of listening and processing the original message, and have a negative impact on **accuracy**.

Note taking involves multitasking, much like simultaneous interpreting.

Rozan's note taking principles

- Note the idea, not the word
- Use abbreviations (symbols, arrows, first letter of words)
- Use links (and, then, also, but, however, therefor)
- Use of negation and emphasis (cross out, underline)

Rozan, Jean-François. Note-taking in Consecutive Interpreting, Tertium. Poland, 2004.

How do we get started?

- Note taking involves multitasking
- Begin to use a few symbols or abbreviations at a time

- Remote interpreters may experience speakers going on without pause, as the interpreter may find it more difficult to intervene to interpret
- On-site interpreters may find it more comfortable to mention to patient and provider that they'll be taking notes, before the session begins
- On-site interpreters may find it more comfortable to use a small notepad. Remember multiple, easily-accessible pens!
- In what language do we take notes?

Practice note taking

- Demonstration: Observe use of links, abbreviations, symbols, numbers
 - What worked? What objective will you establish for the practice?
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- Helpful objective: “I want to use one symbol and one abbreviation.”
 - Unhelpful objective: “I want to be an awesome note taker.”

Practice note taking

- You will hear a monologue read in English. Everybody will take notes. Then in pairs, you will repeat what you heard, also in English.
- How well did you and your partner meet your objectives? Can you spot the difficulties in your notes? What were a couple of symbols or abbreviations that worked?
- Take note of difficulties and successes you had with note taking. Did your partner experience the same difficulties and successes? What can you learn from each other?

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Thank You!

Let's keep in touch!

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