



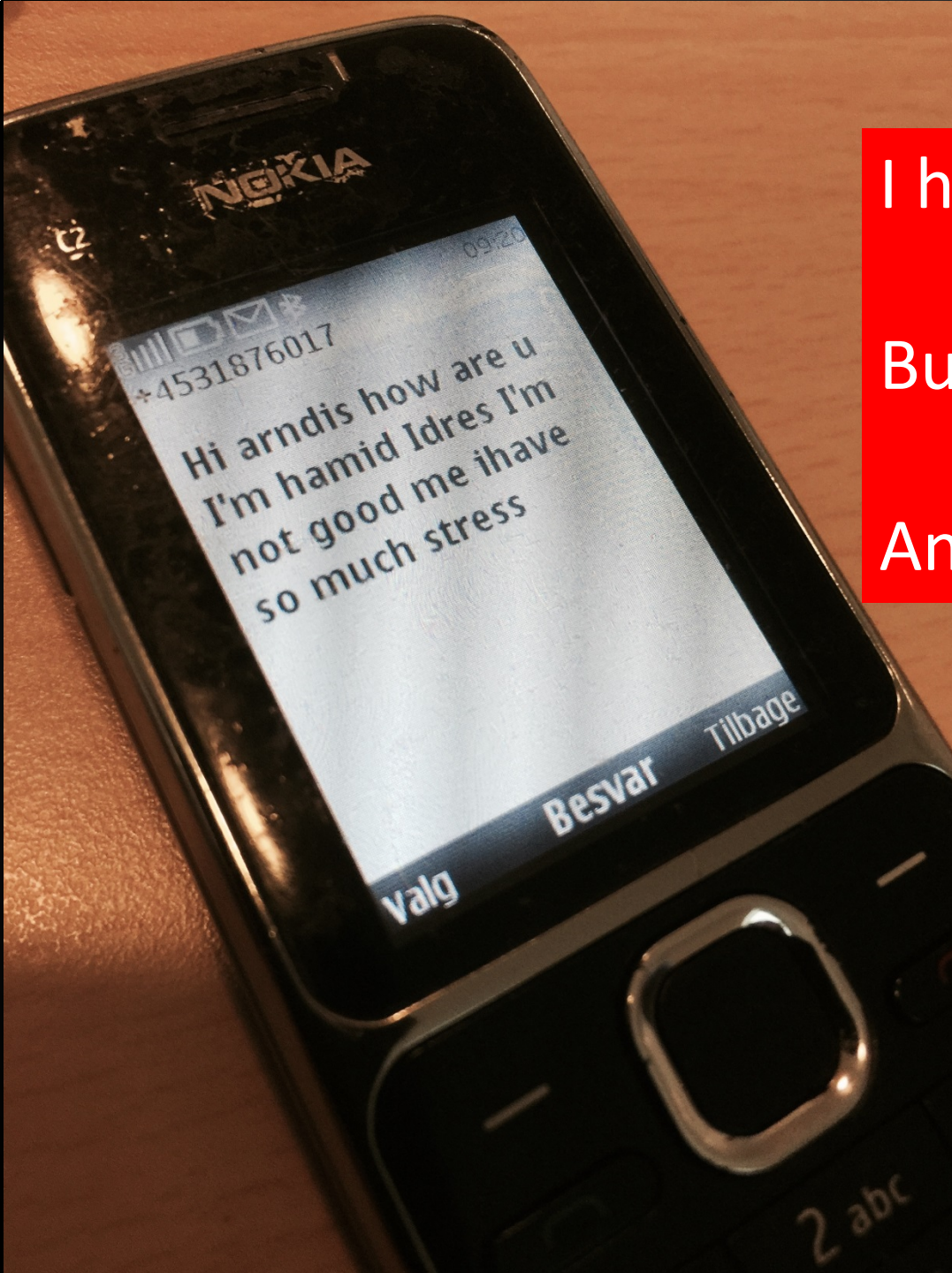
Technological stress reduction

Communicative advantages of video interpretation

SIGNAL



African migrants on the shore of Djibouti City at night raise their phones in an attempt to catch an inexpensive signal from neighboring Somalia—a tenuous link to relatives abroad (Photo: John Stanmeyer)



I have a question

But nowhere to go

And nobody to ask

Where and when do patients:

- Think properly
- Get anxious
- Get scared
- Have terrifying questions
- Need help

Patient encounters often involve stress

STRÖER

»Ich rede zu viel.
**Er hört
trotzdem zu.«**

Detlef Steves
PATIENT

Dr. Isa Çoktaş
HAUSÄRZTLICHER
INTERNIST

Für uns niedergelassene Ärzte und Psychotherapeuten stärkt jedes persönliche Gespräch die Arzt-Patient-Beziehung – egal, worum es geht. Warum persönliche Nähe die Grundlage einer erfolgreichen Therapie ist, erfahren Sie auf www.ihre-aerzte.de

**Die Haus- und
Fachärzte**

Wir arbeiten für Ihr Leben gern.

Crowding & stress



I feel like I'm in a movie and can't get away

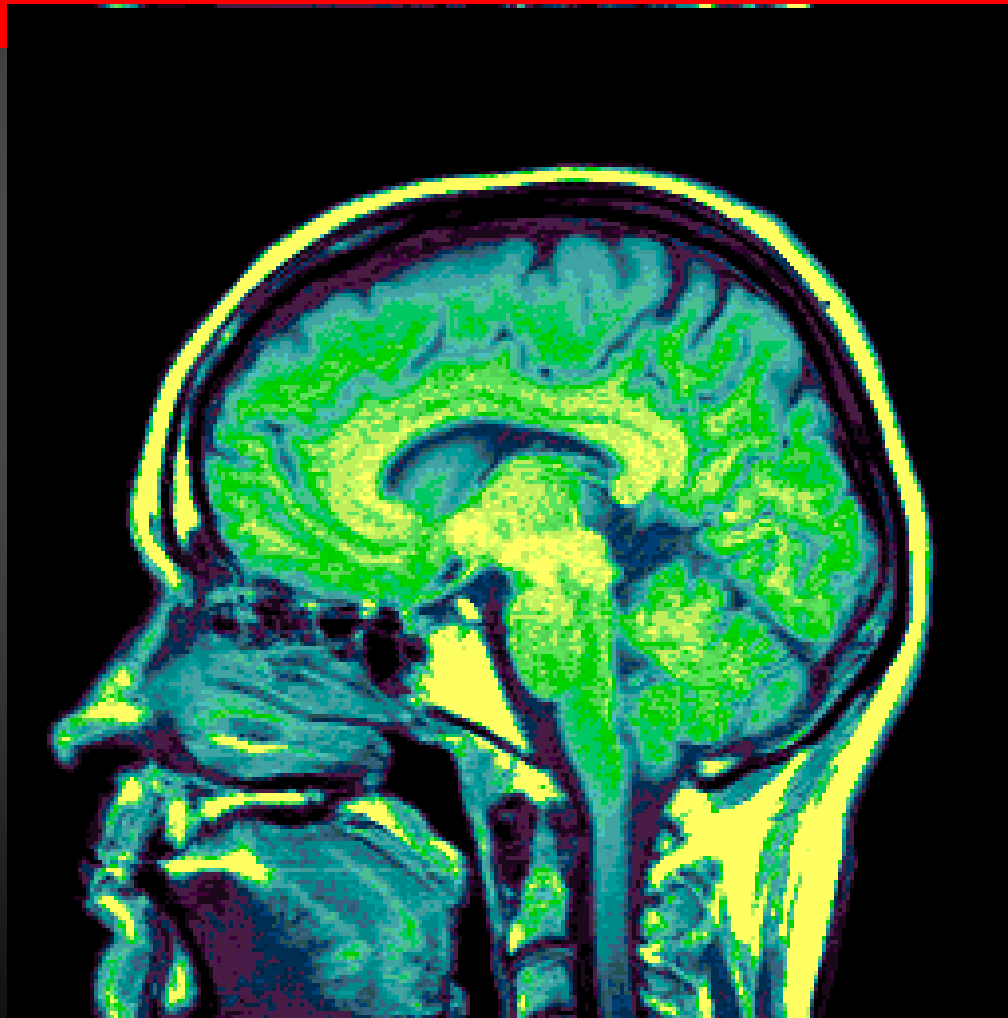
40 % of arabic interpreters either dont
speak Arabic or Danish or both



Only indicator for adequate bi-lingual language skills: years of experience



You learn to be **sick** in your maternal language
Your brain is **smarter** in your maternal language
You're **smarter at being sick** in your maternal language



Stress reduction is essential:
reduce disruptive elements in doctor-patient communication so patients can concentrate



In any language it is a struggle to make
a sentence say exactly what you mean

(Arthur Koestler)

How do we decrease
patient stress temperatur?



We ***assume*** that physical presence of all participants in the same room secures safe communication



Trust & time



Slow medicine: taking turns



A pause is easier to accept with video



Honest disclosure & privacy

Proximity and distance



Intimacy & professionalism



Joen N. Mas 2/2007

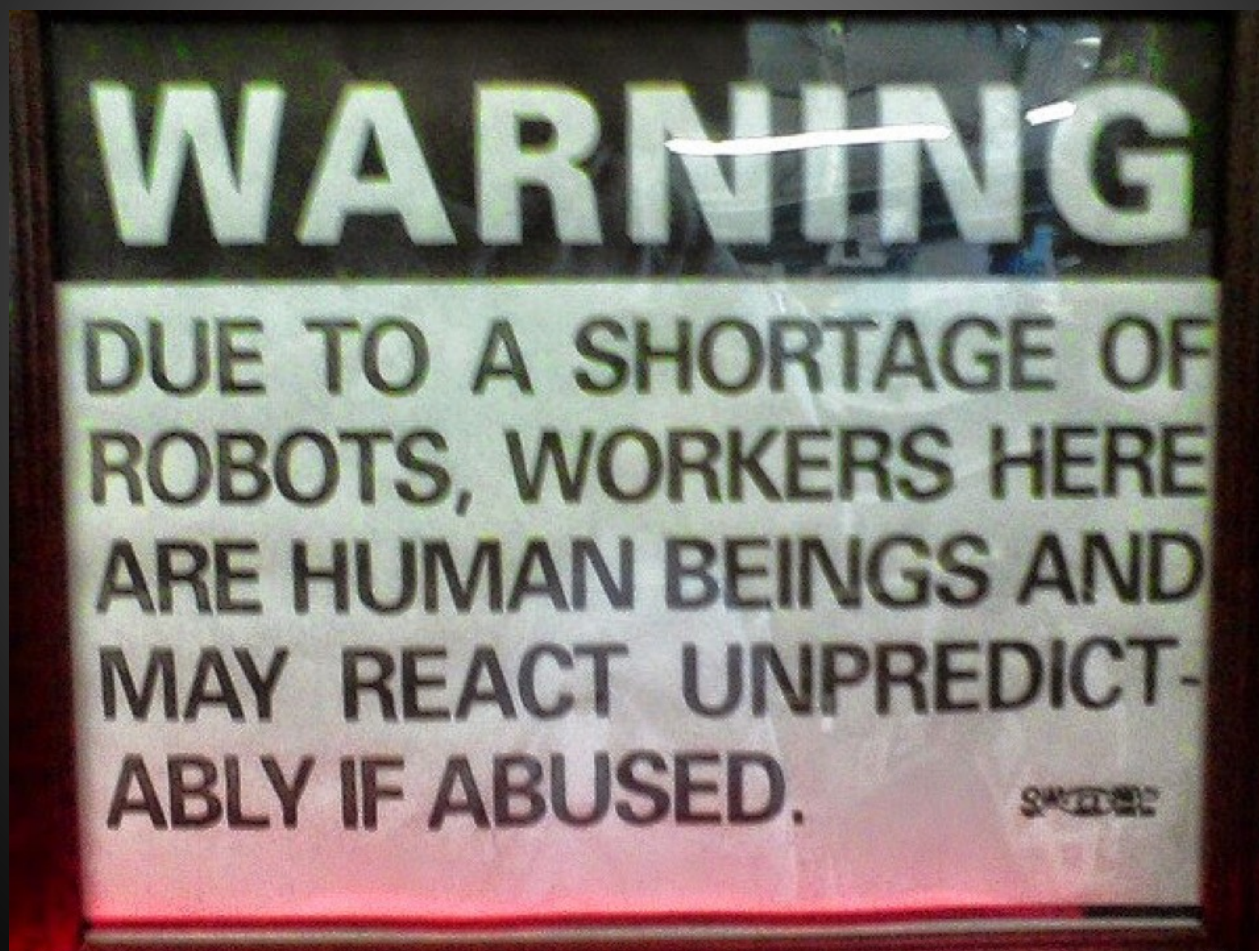
Humaneness & technology

Readiness & non-disruption

Communication = words + non-verbal communication

From an immigrant (and interpreter!) perspective there's too much non-verbal information flow: bias, prejudice, clothes, bodyshape, general looks

Video interpretation removes irrelevant non-verbal communication – helps focus!



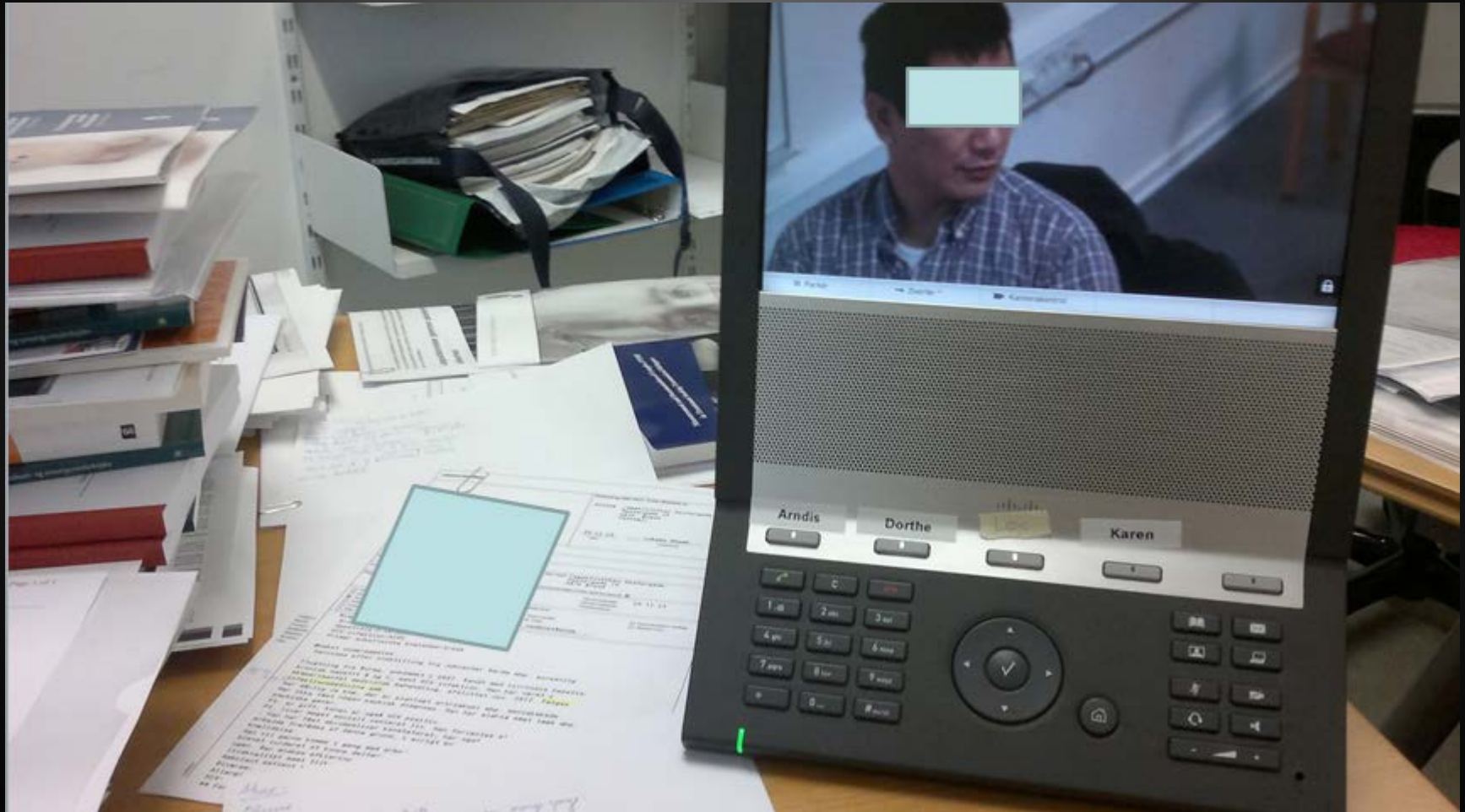
Video interpretation reduces
irrelevant “cultural noise”

And allows the patient to better
control the encounter

Technology forces patient & doctor to focus on communication, substance & understanding



Technology allows test of alternative ways of doctor-patient communication



Patient centered stress reduction

More information, higher level of understanding, better communication flow



Patient centered Video reduces stress in PTSD patients

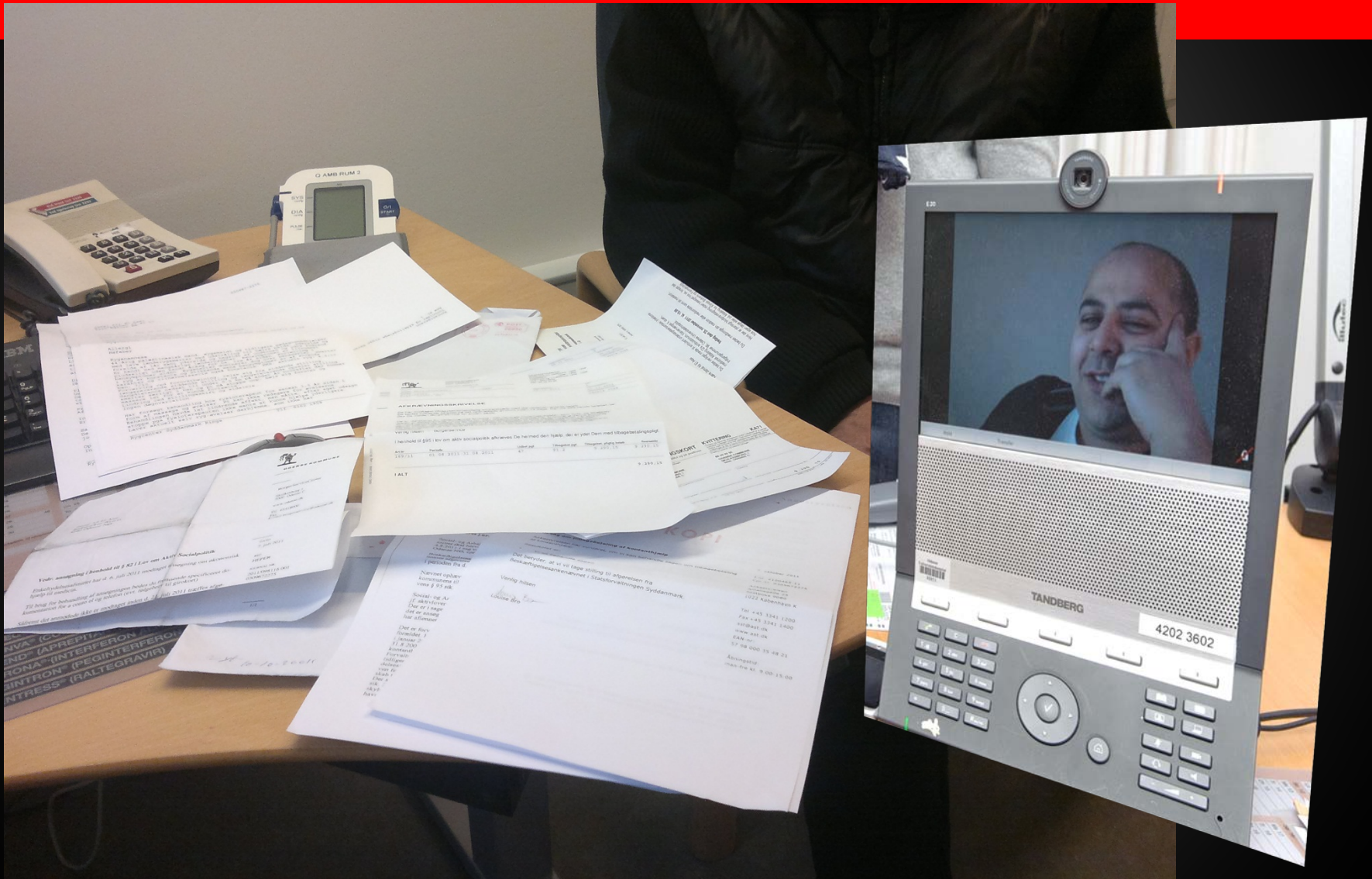


Good interpreters = easier communication flow = patient can concentrate on their own problems

Video adaptation to everyday life



Adaptability



"I like it: With the video
The interpreter can't see my body"



Honesty: relational & negotiable

Physical encounter

Video encounter

Computer encounter

Honesty: relational & negotiable

Physical encounter

Video encounter

Computer encounter

