

HOW CAN I BE INVOLVED?

IF YOU ARE A DOCTOR, NURSE OR MEMBER OF THE EMERGENCY SERVICES.... THE VOCAL-MEDICAL RESOURCE CAN HELP YOU WITH THE FIRST PHYSICAL EXAMINATION OF PATIENTS WHOSE LANGUAGE YOU MAY NOT SPEAK – AND SAVE PRECIOUS TIME WAITING FOR AN INTERPRETER.

IF YOU ARE A MANAGER OR HAVE RESPONSIBILITY FOR HUMAN RESOURCES OR TRAINING IN THE MEDICAL SECTOR.... THE VOCAL-MEDICAL RESOURCE WILL HELP CLINICAL AND NON-CLINICAL STAFF OVERCOME LANGUAGE AND CULTURAL BARRIERS IN EMERGENCY SITUATIONS.

IF YOU ARE A LANGUAGE TEACHER OR TRAINER... YOU CAN USE THE VOCAL-MEDICAL RESOURCES TO CONTEXTUALISE YOUR TEACHING OR TO PROVIDE THE CORRECT TRANSLATIONS OF MEDICAL TERMINOLOGY NEEDED BY LEARNERS.

IF YOU CAN HELP US CONTACT ANY OF THE ABOVE... PLEASE PASS ON INFORMATION ABOUT THE VOCAL-MEDICAL PROJECT.

WHATEVER YOUR INTEREST, PLEASE CONTACT US TO RECEIVE UPDATES ABOUT THE PROJECT.

WWW.VOCAL-MEDICAL.EU

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LIFELONG LEARNING PROGRAMME

VOCAL MEDICAL

OVERCOMING LANGUAGE
AND COMMUNICATION BARRIERS
IN THE HEALTHCARE SECTOR

THE **VOCAL-MEDICAL** PROJECT WILL PRODUCE TRAINING MATERIALS AND A TOOL TO SUPPORT COMMUNICATION IN EMERGENCY SITUATIONS WHERE THERE IS NO COMMON LANGUAGE AND/OR A NEED TO BRIDGE CULTURAL GAPS BETWEEN DIFFERENT HEALTHCARE SYSTEMS.

WHY?

GOOD COMMUNICATION IS ESSENTIAL IN THE HEALTHCARE SECTOR, WHERE IT CAN LITERALLY MAKE THE DIFFERENCE BETWEEN LIFE AND DEATH.

INCREASED MOBILITY AND DEMOGRAPHIC CHANGE MEAN THAT MORE AND MORE HEALTHCARE SITUATIONS INVOLVE PEOPLE WHO DO NOT SHARE A COMMON LANGUAGE OR CULTURAL BACKGROUND.

THE PROJECT AIMS TO BRIDGE THIS LANGUAGE GAP BY PROVIDING LANGUAGE TRAINING MATERIALS AND A TRANSLATION SUPPORT APPLICATION FOCUSING ON KEY CONTEXTS WHERE LANGUAGE BARRIERS ARE MOST ACUTE:

- HOSPITAL EMERGENCY SERVICES
- AMBULANCE SERVICES AND FAST RESCUE TEAMS
- DOCTORS ON STANDBY

WHERE DO COMMUNICATION BARRIERS OCCUR MOST?

NEEDS ANALYSIS CONDUCTED BY VOCAL-MEDICAL PARTNERS SHOWS THAT THE SITUATIONS WHERE HELP TO OVERCOME COMMUNICATION BARRIERS IS MOST NEEDED ARE:

- ASKING PATIENTS ABOUT THEIR MEDICAL HISTORY
- COMMUNICATION ABOUT MEDICATION
- UNDERSTANDING PATIENTS' EMOTIONAL STATE
- COMMUNICATION ABOUT CULTURAL AND RELIGIOUS CONCERNS

WHAT?

- WEB-BASED MULTILINGUAL RESOURCE FOR SMARTPHONE, TABLET OR PC
- BILINGUAL TRAINING MODULES AVAILABLE ONLINE (ENGLISH + 8 LANGUAGES)
- INTERCULTURAL TRAINING MODULES
- TECHNICAL LANGUAGE FOCUSED ON REAL-LIFE SITUATIONS
- BACKGROUND CULTURAL INFORMATION ON THE MEDICAL SECTOR IN EACH COUNTRY
- INTERACTIVE AND EASY TO USE – VIRTUAL TOURS

WHEN?

THE VOCAL-MEDICAL PROJECT RUNS FROM FEBRUARY 2014 TO FEBRUARY 2016. THE PROTOTYPE RESOURCES WILL BE AVAILABLE FOR TRIALLING FROM FEBRUARY 2015.



WHICH LANGUAGES?

THE VOCAL-MEDICAL RESOURCE COVERS THE FOLLOWING LANGUAGES - WITH ENGLISH:

- BULGARIAN
- DUTCH
- GERMAN
- LITHUANIAN
- POLISH
- SLOVAK
- SLOVENIAN
- TURKISH

**PLEASE TRY TO STAY CALM,
THE DOCTOR IS COMING.**

ER IS GEEN REDEN TOT PANIEK.
DE DOKTER KOMT ER ZO AAN.

PROŠÍM, ZOSTAŇTE V POKOJI,
LEKÁR JE UŽ NA CESTE K VÁM.

BITTE BLEIBEN SIE RUHIG,
DER ARZT KOMMT.

PRAŠAU, PASISTENKITE NUSIRAMINTI,
DAKTARAS TUOJAU ATEIS.

МОЛЯ, ЗАПАЗЕТЕ СПОКОЙСТВИЕ,
ЛЕКАРЯТ ИДВА.

LÜTFEN SAKIN OLUN,
DOKTOR GELİYOR.

PROSZĘ ZACHOWAĆ SPOKÓJ,
LEKARZ JUŻ IDZIE.

PROSIM, OŠTANITE MIRNI,
ZDRAVNIK ŽE PRIHAJA.