



Plurilingual communication in
healthcare
Interlinguistic and intercultural
mediation

Prof Federico Farini, CPSS

University of Northampton Research Conference

28.06.2023





Translation? Mediation? In healthcare settings



The dual role of interpreters

- Translating
- Mediating

Why not just interpreting?

Interpreter-mediated interaction?





Cultures in communication

**Applied linguistics & interpreters: translate
and coordinate**

Managing conversation





Triadic vs dyadic exchanges

Where this presentation sits

The importance of dyadic exchanges within triadic encounters





Interpreter-patient dyads





Excerpt 1



- 01 OPE hanno provato dalla dottoressa se te gli vuoi far vedere [gliel' han spostata]
They have tried to ask the doctor, if you want show her [they have postponed it]
- 02 INT [sì sì] d'accordo ci penso io te vai
- 03 (1)
- 04 INT [adesso gli spiego bene (.) è]
[now I am going to explain her well (.) it is]
- 05 OPE [a dì bisogna far vedere quello] per la tiroide ehm
[we need to show her that one] for the tyroid ehm
- 06 INT che forse li prescrive lei però
- 07 (1)
- 08 OPE bo (.) non so può essere
I don't know (.) I don't know, it could be
- 09 (3)



- 10 INT elle va faire ehm voir les analyses à la dottoressa Zanotti (.) ça sont tes rendez-vous (.) alors (.) c'est l
ci guarda (1) regarde (.) le vingt-huit onze à quinze heures trente
she is going ehm to show the tests to the doctor Zanotti (.) these are your appointments (.) so (.)
it's here look (1) look (.) the twenty-eight eleven at fifteen thirty
- 11 (.)
- 12 PAZ hm
- 13 INT eco (.) due eco ostetrica ventunoesima set ventune settimane (.) hai capito ?
Scan (.) two scans obstetrician week twenty-one week twenty-one (.) have you understood me?
- 14 (.)
- 15 INT ça
- 16 PAZ c'est quoi ventune semaines?
what is twenty-one weeks?
- 17 INT ehm c'est ehm ehm l la deuxième échographie on la fait ehm vers le vingt vingt-et-un vingt-deux
semaines de grossesse
ehm it's ehm ehm th the second ultrasound scan one does it ehm at about twenty twenty-one
twenty-two weeks pregnancy
- 18 PAZ ah
- 19 INT c'est ça la date qu'on fait l'échographie (.) c'est la deuxième éco qu'elle est très importante pour
valuer les organes des foetus (.) on voit le coeur les reins tout
that's the day one does the ultrasound scan (.) it's the second scan that's very important for
assessing the organs of the foetus (.) one sees the heart the kidneys everything
- 20 PAZ hm
- 21 INT s'il y a des problèmes (.) c'est très important ça (.) tu dois faire (.) tu dois y aller (.) c'est ça
if there are any problems (.) it's very important this (.) you must do (.) you must go there (.) that's it



Excerpt 2



01 INT ti aiuto ?

Can I help?

02 (1)

03 OPE sì

yes

04 (2) <rumore di fogli>

<paper sheets noise>

05 INT allora ça c'est le dossier de la (.) grossesse

so this is the report of the (.) pregnancy

06 PAZ mm hm

07 (2)

08 INT et donc tu dois ehm (.) tu dois mettre ici

and so you must ehm (.) you must put here

09 PAZ okay

okay

10 (1)

11 INT toujours (1) avec toi

always (1) with you

12 PAZ mm hm (.) mm hm

13 INT okay ?

okay?

14 PAZ si

yes



- 15 INT ehm (.) quindi Burkina (.) ehm Burkina perché dico Burkina Faso (.) co Costa (1) d'Avorio
ehm (.) so Burkina (.) ehm Burkina because I say Burkina faso (.) Co Ivory (1) Coast
- 16 (1)
- 17 OPE è nata il
born on the
- 18 INT ehm le quatre un [quatre-vingt-deuze mm hm] okay quattro uno novantadue
ehm the four one [ninety-two mm hm] okay four one ninety-two
- 19 OPE [quattro uno esatto] quindi quanti anni ha novantadue ne ha ventotto
[four one right] so how old is she eninety-two she is twenty-eight
- 20 INT eh sì ventotto [ehm]
eh yes twenty-eight [ehm]



- 21 INT tu as la la la carte du médecin la tessera sanitaria ?
you have the card of the doctor the health insurance card ?
- 22 (.)
- 23 INT t'as pas ?
don't you?
- 24 PAZ non
no
- 25 (1)
- 26 PAZ mais (.) j'ai (.) l'adresse de
but (.) I have (.) the address of
- 27 (10)
- 28 INT tu es pas allée à choisir le médecin (.) toi ici à Castelfranco ?
you didn't go and choose the doctor (.) you here in Castelfranco ?
- 29 PAZ (.) hm



- 30 INT hein
what
- 31 (1)
- 32 PAZ puisque le via de (2) de Assisi
because the street of (2) Assisi
- 33 (4)
- 34 INT okay (.) mais (.) ehm ici
okay (.) but (ehm) here
- 35 PAZ hm
- 36 INT tu as pas allé choisir le médecin tu as tu as pas ehm le médecin ici ?
you didn't go and choose the doctor you have you have no doctor here ?
- 37 (.)
- 38 PAZ [hu hu]
- 39 INT [le médecin] de base [ici a Castelfranco]
[the general] practitioner [here in Castelfranco]
- 40 PAZ [ehm a Castel] non (.) je ne l'ai pas
[ehm in Castel] no (.) I haven't
- 41 (.)
- 42 INT hm (.) perché lei [ehm]
hm (.) because she [ehm]
- 43 OPE [mm hm]
- 44 INT ha la tessera sanitaria di Assisi
She has got the health insurance card from Assisi



Discussing: the role of interpreters as mediators





Discussing: dyadic sequences in mediated interactions





(some) references

**Caecilia
Wadensjö**

Interpreting as
interaction

**Claudio
Baraldi**

Interpreting as
mediation of
migrants' agency
and institutional
support

Federico Farini

Meanings and forms
of intercultural
coordination: the
pragmatics of
interpreter-mediated
healthcare
communication





Thank you !

Federico Farini

federico.farini@northampton.ac.uk