

We dispatch English and Chinese volunteer medical interpreters within Tottori Prefecture to support patients' health

# Volunteer Medical Interpreter Request Form

## How the system works:

1. Fill out the request form (on reverse) and send it by fax or email, or bring it to the TPIEF office. Please make sure your request form arrives 5 days before you need the interpreter. (Note: In the case of an emergency, please contact us; we will try to make arrangements.) If you send your form by email or fax, be sure to call us to make sure it arrived!
2. After receipt and acceptance of the request form, TPIEF will arrange the dispatch of one of our trained volunteer interpreters.
3. On the appointed day, the interpreter will meet you at the designated place for interpretation, and interpret for you there.
4. After the medical interpretation is finished, both the client (person requesting the interpreter) and the interpreter will fill out evaluation forms to be submitted to TPIEF. That completes the process.

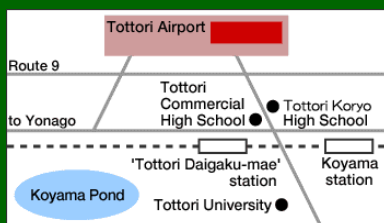
## Terms of Service:

1. The interpreter is dispatched for a particular service, as detailed in the request form. If the actual service differs from the requested service, the service will be terminated at that point. Also, if in the course of the treatment or consultation, interpretation outside the scope of the original request becomes necessary, please be aware that the interpreter will not be able to do that.
2. Please be aware that very occasionally there may be instances where the requested service is beyond the training of the interpreter. In such a case, we will not be able to provide interpretation service.
3. The volunteer interpreter will make a good faith effort to interpret to the best of their ability. Neither TPIEF nor the volunteer interpreter dispatched by TPIEF assume any legal responsibility if for any reason either the client or the other parties involved feel that there is a problem with the interpreting or any untoward outcome.
4. The interpreter will protect your privacy. The personal information that the interpreter becomes aware of in the course of interpreting for you will not be used for any other purpose than providing interpretation for you.
5. Failure to appear at the agreed place, and at the agreed time, may result in cancellation of the service. Specifically, if either the person requesting service, or the other party fail to appear within 30 minutes of the agreed time, the service will be cancelled.
6. The interpreter will translate after each speaker, as appropriate. The interpreter is not there to provide any medical judgement or advice. Please speak directly to the person you are talking with (rather than to the interpreter) and the person you are consulting will be advised to speak directly to you.
7. At the conclusion of the service, the client (the person requesting the service) will be asked to fill out a report confirming and evaluating the service, and after signing it, return it to TPIEF.
8. In the case of insufficient advance notice when requesting an interpreter, or due to other circumstances, there is the possibility that an interpreter may not be available on the day and time that you have requested. We apologize in advance for any inconvenience this might cause, and ask for your understanding.

To request the dispatch of an interpreter, or if you have any questions, please contact one of the TPIEF offices below

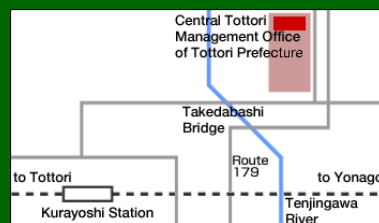
### Head Office

Tottori Airport International Center, 1F  
4-110-5 Koyama-cho, Nishi, Tottori-shi Tottori  
680-0947  
Phone: 0857-31-5951 Fax: 0857-31-5952  
E-mail: [tlc@torisakyu.or.jp](mailto:tlc@torisakyu.or.jp)  
Hours : (M-F) 9:00am~6:00pm  
(Sat & Sun) 9:00am-5:30pm  
(Closed on holidays and around New Year's)



### Kurayoshi Office

Central Tottori Management Office of Tottori, 1F  
2 Higashi-Iwaki-cho, Kurayoshi-shi Tottori  
682-0802  
Phone: 0858-23-5931 Fax: 0858-23-5932  
E-mail: [tick@torisakyu.or.jp](mailto:tick@torisakyu.or.jp)  
Hours of operation: 8:30am~5:15pm  
(Closed on Saturdays, Sundays, holidays and around New Year's)



### Yonago Office

Yonago Convention Center, 1F  
294 Suehiro-cho, Yonago-shi, Tottori 683-0043  
Phone: 0859-34-5931 Fax: 0859-34-5955  
E-mail: [zaiyonag@apionet.or.jp](mailto:zaiyonag@apionet.or.jp)  
Hours : (M-F) 9:00am~5:30pm  
(Sat & Sun) 10:00am-5:00pm  
(Closed on holidays and around New Year's)

