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Nota di contenuto	Introduction to Healthcare for Spanish-speaking Interpreters and Translators; Title page; LCC data; Table of contents; Table of illustrations; List of tables; Authors' notes; Notes re format of Spanish-English glossaries; Disclaimer; Acknowledgments; Foreword; Foreword to this edition; PART I. Interpreting; Introduction; 1. How to use this book; 2. Development of the interpreting profession; 3. The demand for interpreters around the world; 4. Health interpreting studies; 5. Teaching healthcare interpreting; Interpreting in healthcare settings; 1. Interpreting in healthcare settings 2. Different healthcare systems 3. Accuracy; 4. Understanding common responses to bad news; 5. Culture broker; 6. Interpreter codes of ethics; 7. Duty of care; 8. Triangle of communication; 9. Note-taking; 10. Terminology; A word about culture; 1. Culture; 2. Cultural influence on spoken communication; 3. Implications for interpreting; 4. Culture and health; 5. Cultural beliefs pertaining to health and their

implications for the interpreter; 5.1 Sickness and disease (or medical condition); 5.2 Patient behavior; 5.3 Cultural attitudes towards pain; 5.4 Causes of sickness  
5.5 Diets in sickness and health 5.6 The role of the interpreter as a culture broker; Healthcare Insurance; 1. What is healthcare insurance?; 2. Access to coverage; 3. Commercial insurance plans; 4. Government programs; 5. Exclusions to coverage and special plans; 6. Billing; 7. Healthcare legislation; 8. Glossary of insurance terms; PART II. Interpreting in healthcare settings; Primary care physicians; 1. Primary care providers; 2. History taking; 3. Pain; 4. New patients; 5. Physical examination; 6. Tests or diagnostic studies; 7. Immunization schedule; 8. Health education; 9. Referrals  
10. Some notes for interpreters and translators Specialty clinics; 1. Specialty clinics; 2. Staff at specialty clinics; 3. Procedure at specialty clinics; 4. Some notes for interpreters and translators; Hospitals; 1. The isolation of the sick; 2. The biomedical approach; 3. The patient-oriented approach; 4. Hospital staff; 5. Nursing staff; 6. Medical staff; 7. Specialists; 8. Other hospital staff; 9. Other healthcare staff; 10. Hospital procedures; 11. Admissions; 11.1 Types - emergency and scheduled; 12. Admission process; 13. Most important rooms (from the patient's perspective)  
14. Discharge 15. Rehabilitation; 16. Health professionals; 17. Physical therapy; 18. Occupational therapy; 19. Some notes for interpreters and translators; 20. Spanish-English glossary; Emergency Departments or ERs; 1. Emergency Department staff; 2. Emergency Department areas; 3. Emergency Department admission; 4. Some common reasons for admission to ED; 4.1 Common medical problems; 4.2 Trauma; 4.3 Surgical problems; Informed consent; 1. Issues which might arise for interpreters during the informed consent process; Pre-operative and post-operative procedures  
1. Pre- and post-operative procedures

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