

DAY 9 | Motif: Paper and Pen

TITLE | "Time Is Money"

MEDIA | Canson Cold Press, Watercolor, Micro Pen

SIZE | 8 x 10

By Kim Anderson

#FEBCHALLENGE19

Doctors think they are saving money if they refuse to provide an interpreter. Communicating full and intricate details by pen and paper is extremely time consuming and costly.

This reflects a true experience I had. With a three week advance notice, I put in a request for an interpreter with one of my children's orthodontist for an upcoming extensive orthodontic evaluation. A couple of times before the time of the appointment, I checked in with the orthodontic office to make sure an interpreter was being arranged. The office kept saying they were working on it. The day before the appointment, I asked them if an interpreter was successfully arranged? Their exact response was "we regret to inform you that we unfortunately do not provide this kind of service. You are welcome to bring an interpreter to your appointment." Sigh. I told them I was disappointed of their decision and that the staff and the doctor will need to be prepared to write everything that is being said - including what is being said between my daughter and the doctor, between the nurses and the doctor, what the doctor says while looking at my daughter's mouth, reading and answering all my questions and so on. Gave them a heads up that it will be a very time consuming and lengthy appointment for spending a lot of time writing all the intricate details. I further told them that I hoped the next day's appointment will help them discover that it is cost prohibitive to be writing back and forth all the intricate details while there are other patients waiting. Time is money too. Told them that for future reference an interpreter would shorten the time significantly and is cost efficient – hence saving them money. Lo and behold, when my daughter and I arrived at the appt the very next morning, an interpreter walked in and said "just got this appt request 30 minutes ago." Yup, time is money! The orthodontic office realized their flawed logic and error about saving money by not providing an interpreter – hence they scrambled FAST to get one. The power of re-framing the paper and pen as ammo can be our weapon to get them to provide interpreting services.