

Case study

FACILITATING LIFE-SAVING MAMMOGRAPHY SCREENINGS

Mälarsjukhuset • Mammography

The problem

One of the significant challenges faced by the mammography department at Mälarsjukhuset is the language barrier. While interpreters are routinely booked for clinical examinations, they are not always available for initial mammography screenings. This creates a communication gap, especially for women who do not speak Swedish and may not have it noted in their medical records that they require an interpreter.

Radiology technologist Lena Fors, highlights the difficulties in instructing the patient without proper interpretation services.

"We only have about 10 minutes per patient. And that includes them getting undressed, examined, getting dressed and provided with information about what happens after the screening."

How they use the app

To address these challenges, Mälarsjukhuset has implemented the Care to Translate app. The app has been a game-changer for the department, providing audio translations of essential questions in the patient's language, making the screening process smoother and more efficient.

Lena notes the positive impact of the app, saying, "I think the app has worked really well. The women are so happy when they come in and realize that we can communicate in their language."

The app's audio feature has been particularly beneficial for patients who are illiterate.

The result

The implementation of Care to Translate has had a positive impact on patient satisfaction without disrupting the organization's workflow. Lena has even built her own simplified playlist with the most important questions, ensuring that the process remains efficient given the 10-minute time slot per patient. And downloading languages for offline use has solved internet access issues at the department.

Lena believes that Care to Translate is a valuable tool for any healthcare organization facing similar communication barriers.

"Most importantly, the women get so happy when they hear their own language. And it helps us ask important questions that we need answers to for the imaging results to be as good as possible."

**Read the whole
case study here**

