Use of translation apps and websites poses risk of misinterpretation and provision of inaccurate health information to patients.

Current NSW Health policy prohibits use of translation by non-professional interpreters or translation apps in health care settings (Policy Directive PD2017_044).

Most prior research has focused on the accuracy of translation apps in health care; scarce evidence on patterns of this use.
Investigating the Use of Translation Apps and Websites in Health Care Settings – Study Protocol (Poster 53)

Research Questions

- What are the potential risks and benefits of using translation apps and websites in health care settings?
- What is the nature and extent of the use?
- How can health services and health systems respond to such use?

Study setting

Five Local Health Districts (LHDs) in New South Wales:
- South Eastern Sydney
- South Western Sydney
- Western Sydney
- Sydney
- Hunter New England
Investigating the Use of Translation Apps and Websites in Health Care Settings – Study Protocol (Poster 53)

Data Collection
- Anonymous, online survey of staff from participating LHDs. Estimated sample size – 3800 participants.
- Up to 20 semi-structured, telephone interviews with health care providers from LHDs and policy officers from NSW Ministry of Health.

Proposed Outcomes
- Evidence on the patterns of use of translation apps and websites in health care settings.
- Direct health professionals and health services towards navigating the use, and inform existing policy.