Contents

	List of figures	page i
	List of tables	1
	Acknowledgments	X
	List of abbreviations	xii
	Prologue	
1	Questioning invisibility	,
	Previous studies on interpreting in a medical setting	13
2	Communication in the medical encounter	15
	The essence of the doctor-patient relationship	15
	Communication issues in a bilingual medical encounter	18
	Navigating across languages and cultures: the need for interpreters	21
	metpiciers	21
3	A different set of lenses	26
	Looking at the interpreter's role through different lenses	26
	The lens of society and the institution	27
	The lens of the interaction	29
	The lens of discourse	33
	Monolingual and interpreted communicative events: differences and similarities	34
4	California Hope: a public hospital in changing times	44
	Finding a study site	44
	The pilot study	44
	Obtaining consent	45
	The in-depth study	46
	The town	46
	The hospital	46
	The study site	48
	The staff	48
	The workplace	52
	Working hours and interpreters' responsibilities	53
	A typical day at Interpreting Services	55

5	Putting it all together	58
	Data collection, coding, and analysis	59
	Artifacts	59
	Field notes	59
	The interpreter interpersonal role inventory	61
	Interviews	62
	Audio recordings of ICEs	63
	Categories and subcategories emerging from ICEs	69
	Nature of the ICE	69
	Intention of the ICE	70
	Visibility of the interpreter	71
6	Finding visibility	73
	The nature of the ICE at California Hope	73
	The structure of the ICE at California Hope	74
	Interpreter visibility: an overview	75
	Manifestations of visibility in ICEs at California Hope	76
	Becoming visible: linguistic and communicative strategies	77
	Minor visibility: occasional involvement of interpreter as co-owner	
	of text	79
	Typical openings of an ICE	79
	Typical closings of an ICE	82
	Major visibility: interpreters as owners of text	85
7	Interpreters' voices	105
	Roberto, the manager	105
	Annette	108
	Consuelo	110
	Elda	112
	Joaquín	114
	Julio	118
	Marcos	120
	Mariana	121
	Mauro	123
	Rogelio	124
	Vicente	125
8	Emerging metaphors and final words	129
	Interpreters as detectives	129
	Interpreters as multi-purpose bridges	130
	Interpreters as diamond connoisseurs	131
	Interpreters as miners	131
	Pulling it all together	132
	Theoretical implications	133
	Practical implications	135
	Concerns and curiosities revisited	140
	References	142
	Index	
	muca	147