

Contents

1 Introduction	1
Christiane Hohenstein and Magdalène Lévy-Tödter	
2 Considering Mono- and Multilingual Interactions on a Continuum: An Analysis of Interactions in Medical Settings	11
Sarah Bigi and Maria Grazia Rossi	
3 Patients' Initiatives and the Achievement of Medical Compliance in Talk with Migrant Patients and with(out) Interpreting Aid	39
Claudio Baraldi and Laura Gavioli	
4 On Certain Characteristics of 'Diabetes Consultations'	65
Kristin Bührig, Jutta Fienemann and Stephan Schlickau	
5 Multilingual Counselling in Preventive Healthcare	83
Jochen Rehbein	
6 Multilingualism and Interpreting Practices in South Africa: Pragmatic Challenges and Solutions	133
Jennifer Watermeyer	
7 A Brief History of Greenlandic Healthcare Development and the Teaching of Interpreting	157
Arnaq Grove and Sanne Larsen	
8 Immigrants and Refugees in Toronto and Their Encounters with Healthcare: New Research Paths	191
Jennifer Hartog	
9 Rapport, Empathy and Professional Identity: Some Challenges for International Medical Graduates Speaking English as a Second or Foreign Language	209
Maria R. Dahm and Lynda Yates	

10 On International (Medical) Doctors' Professional Identity in a Multilingual Environment.	235
Christiane Hohenstein and Magdalène Lévy-Tödter	
11 mHealth: A Game-Changer for Multilingual Service Encounters?	285
Ellen Van Praet, July De Wilde and Abdil Karanfil	
12 Ethics and Good Practice in Interpreting Multimodal Communication in (Mental) Healthcare	311
Leona Van Vaerenbergh	
13 Deaf Patients' Access to Health Services in Switzerland: An Interview with Dr. Tatjana Binggeli, Medical Scientist and President of the Swiss Federation of the Deaf SGB-FSS	333
Tatjana Binggeli and Christiane Hohenstein	