

# Tensions between personal and professional boundaries

This film begins with an interpreter making his way to his next appointment. We then see a patient in a waiting room in a general practice. The interpreter arrives, introduces himself and sits down. They wait to be called into the appointment by the doctor.

## Practical Issues

- seating arrangements and use of space

## Practice issues

- understandings of professionalism in interactions
- blurring of personal and professional boundaries
- body language
- expectations of the patient
- expectations of the interpreters
- expectations of service provider
- good practice
- time pressures

## Strategies

- managing roles and strategies to maintain role distance
- coping with personal emotions in professional setting
- strategies for managing personal questions