

The theme of this thesis is "Safety Communication regarding to foreigners in health-care facilities". The main purpose of this thesis is primarily concerned with determining how selected health-care facilities ensure communication with a foreigner patient. The main hypothesis examines whether the provider utilizes official interpreters and whether there does exist a higher risk of damage to the patient's health. The theoretical part describes the communication in relation to the Patient-Physician relationship and its function as a tool for prevention of risk in health-care. A substantial part is devoted to a specific communication with the foreigner patient during a medical treatment; specifically, it deals with the issue of language barriers and interpreting. Subsequently, the period in which the foreigner is able to receive healthcare is described in a separate chapter; particularly regarding acute cases, e.g., the issue of medical tourism, cross-border healthcare and insurance of foreigners with subsequent reimbursement. The last chapter of the theoretical part is concerned with Czech and international legal regulations and hospital standards with regards to interpretation and foreign languages.

The research part elucidates the methodology of data collection. This part clearly illustrates how chosen hospitals were addressed, a description of questions is presented, and finally how will be the data further utilized. The most significant part – the analysis and interpretation of the collected data – examines in detail various points of inquiry and compares them with selected foreign studies. Parts of the individual chapters include graphs and tables expressing numbers of patients and frequency of actual usage of interpretation services in hospitals. The last part provides recommendations that are based on the findings of the collected data. Finally, hence both the patient and the healthcare provider might find those final conclusions beneficial.