

f COLLEGE OF ARTS AND SOCIAL SCIENCES

SCHOOL OF ARTS AND LANGUAGES

A FOUR LANGUAGE GLOSSARY OF HOSPITAL BASIC TERMS:

ENGLISH-FRENCH-SWAHILI-KINYARWANDA

BY

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A dissertation submitted in partial fulfillment of the requirements for the degree of

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Huye, October, 2019

DECLARATION

I declare that this dissertation on 'A Four Language Glossary of Hospital Basic Terms: English-French-Swahili and Kinyarwanda' is the result of my own work and has not been submitted for any other degree at the University of Rwanda or any other institution.

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Aimable Nzabonimana

DEDICATION

I dedicate this work to:

The Almighty God

My beloved wife Monique NYIRAHAGENIMANA

My daughter IRIZA MBABAZI Berlinda

My family and relatives

ABSTRACT

The research on "A four language glossary of hospital basic terms: English-French-Swahili-Kinyarwanda" was aimed at compiling a glossary of terms used to refer to departments or services, health professionals and tools existing at hospital. Field tours, interviews, questionnaires and documentation are the research methods that I used to collect the 276 terms that made up the corpus of the study.

The main objective was to seek for their equivalents in English, French, Swahili and Kinyarwanda in order to allow efficient medical communication in the Great Lakes region and all over the world as the languages implied are worldwide.

Furthermore, this glossary will be useful to various people including patients, health professionals and owners of health care providing institutions. It will be beneficial to translators or interpreters. They will use it as a reference in their carreer once they are engaged in mediating the patient and the health care provider.

Key Words: Language, glossary, hospital basic terms

SOMMAIRE

La recherche sur "Un glossaire des termes de base utilisés à l'hôpitalen quatre langues: Anglais, Français, Swahili et Kinyarwanda" vise à constituer un glossaire des termes utilisés pour désigner les départements ou services, les professionnels de santé et l'équipement disponibleà l'hôpital. Des différentes méthodes de recherche ont étées utilisées pour collecter les 276 termes qui constituent le corpus de cette étude. Celles-ci sont: la visite de terrain, l'interview, le questionnaire et la documentation.

L'objectif principal de cette étude était de rechercher leurs équivalents en Anglais, Français, Swahili et Kinyarwanda afin de permettre une communication efficace à l'hôpital ; dans la région des Grands Lacs et dans le monde entier, où les langues impliquées sont utilisées.

Cette recherchesera utile à diverses personnes notamment les patients, les prestataires de soins de santé et les propriétaires d'établissements de soins de santé.Le glossaire des termes de base utilisés à l'hôpital sera aussi utile aux traducteurs et interprètes. Ceux-ci utiliseront ce glossaire comme un document de référence dans leur carrière quand ils s'engagent dans la médiation auprès du patient et son prestataire de soins de santé.

MUHTASARI

Utafiti kuhusu "Faharasa ya istilahi za msingi zinazotumiwa hospitalini kwa lugha nne: Kiingereza, Kifaransa, Kiswahili na Kinyarwanda" ulikuwa na lengo la kuandaa orodha ya istilahi zinazotumiwa kurejelea idara, wataalamu wa utunzaji wa afya na vifaa wanavyovitumia hospitalini. Ziara hospitalini, mahojiano, hojaji na kusoma yaliyoandikwa ni mbinu za utafiti nilizozitumia ili kukusanya istilahi 276 ambazo ziliunda mkusanyo wa utafiti huu.

Lengo kuu la utafiti huu lilikuwa ni kutafuta visawe vya istilahi hizo katika Kiingereza,

Kifaransa, Kiswahili na Kinyarwanda ili kuboresha mawasiliano ya kimatibabu katika sehemu ya Maziwa Makuu na ulimwenguni kote lugha hizi zinakotumiwa.

Zaidi ya hapo, faharasa hii ni muhimu kwa watu mbalimbali wakiwemo wagonjwa, wataalamu wa afya na wamiliki wa taasisi zinazotoa huduma za afya. Faharasa ya istilahi za msingi zinazotumiwa hospitalini itakuwa na faida pia kwa watafsiri na wakalimani. Wataitumia faharasa hii kama hati ya kumbukumbu katika kazi yao kila mara watakapojishughulisha na kupatanisha mgonjwa na mtoaji wa huduma za afya.

INSHAMAKE

Ubu bushakashatsi "Urutonde rw'amuga y'ibanze akoreshwa kwa muganga mu ndimi enye:Icyongereza, Igifaransa, Igiswahili n'Ikinyarwanda" bufite intego yo gukusanya amuga akoreshwa mu kuvuga amashami cyangwa serivisi, abakozi bakora kwa muganga ndetse n'ibikoresho bakoresha. Kugira ngo haboneke amuga 276 yakoreweho ubu bushakashatsi, hifashishije uburyo bwo gusura no kwitegereza ibyanditswe kwa mu muganga, kuganira no kubaza abakora kwa muganga ndetse no gusoma inyandiko zitandukanye.

Intego nyamukuru y'ubu bushakashatsi yari ugushaka inyito zihuye n'aya muga mu Cyongereza,Igifaransa, Igiswahili n'Ikinyarwanda mu rwego rwo kunoza ubwumvane kwa muganga mu karere k'ibiyaga bigari ndetse n'ahandi ku isi kuko izi ndimi zikoreshwa hose.

Ikindi kandi, uru rutonde rw'amuga ni ingirakamaro ku bantu batandukanye barimo abarwayi, abakora kwa muganga ndetse n'abafite ibigo bitanga serivisi z'ubuvuzi. Uru rutonde rw'amuga akoreshwa kwa muganga ruzafasha abasemuzi. Aba bazarwifashisha mu gihe bakora akazi kabo bahuza umurwayi n'umuha serivisi z'ubuvuzi.

LIST OF ABREVIATIONS AND ACRONYMS

CHUK: Centre Hospitalier Universitaire de Kigali

MOH: Ministry Of Health

RALC: Rwanda Academy of Language and Culture

SL: Source Language

TL: Target Language

TUKI: Taasisi ya Uchunguzi wa Kiswahili

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CHAPTER ONE: GENERAL INTRODUCTION

1.1. Background to the study

Hospitals and other health care providing institutions are attended by a large number of people. The reason behind this much frequentation lies in the fact that it is normal and part of the lives of human beings to fall sick or get injured. So they go there for treatment and care. The purpose of a doctor or a clinician, clinic, hospital, or any other health care providing institution is to improve the safety and quality of patient care. However, this purpose may not be achieved effectively due to some challenges. Language is one which may construct a challenge to quality health care services. A lack of adequate proficiency in the language in use at hospital or any health care setting, on the side of both the patient and the health care provider, can have an impact on the patient safety.

Rwanda is one example of multilingual communities in which problems of communication are obvious. The multilingualism in this community is further discussed by Habyarimana (2015:3-4):

Rwanda is a multilingual society whose language diversity is limited to four main languages, namely Kinyarwanda (the native Bantu language spoken by all Rwandans), French (the colonial language that has been the official language from the colonial period to 2008 and which was spoken by educated Rwandans), English (the language introduced in Rwanda after independence and which gained support after the 1994 repatriation of the Rwandan refugees from Anglophone countries, and Swahili (an African language spoken mostly by Muslim communities and other Rwandans repatriated from Tanzania and some areas of Uganda and the DRC).

As of now,Rwanda is experiencinga multilingualism situation of the four languages namely English, French, Kiswahili and Kinyarwanda; and all of them enjoying the same status as official languages. However, Rusatira &Tamaszewski(2016) report that the most common languages used in the Rwandan health care provision system are English and French. This raises an issue of weather some people are not left behind or experience problems of communication at hospital since their languages are not used there.This is the question that one could not fail to ask once they take into account that quality of health care depends on effective communication.(https://www.ncbi.nlm.nih.gov doi: 10.2196/mededu.5336)

1.2. Statement of the problem

The government of Rwanda has really invested in both regional and international integration and the result is that people from various corners of the world come to our country and we also go to their countries. And leaders always encourage good service delivery. However, throughout this process of moving from one place to another, challenges in communication are noticeable in various services and these can be an obstacle to effective service delivery. A good example of the cases is this one I noticed in health care providing institutions in Rwanda. Normally people go to hospital or any other health care providing setting for treatment services. However the language used there might be a challenge for both the client and the service provider. Through my observation, I realized that for example in many of these institutions, names of departments or services, staff and tools are

only given in one language or two but in very few of these institutions. They use either Englishor French. In very few cases both of them are used. Kinyarwanda is rarely used there. This is what can be observed at most hospitals and other health care providing institutions in Rwanda but more specifically those I visited during this research.

Both English and French are official languages as it is stated by the Rwandan constitution. But these languages are not understood by all levels of the Rwandans see even some foreigners who come to our country. Terms and words used to refer to departments, staff and tools at hospitals are not understood by everyone who goes there. The fact that only one language, or two in very few institutions, is/are basically used at hospital constitutes a strong barrier or difficulty to non speakers or listeners of the languages used there. This situation may obviously lead to ineffective communication between the patient and the professional health care provider. Research has shown that ineffective communication between a patient and a health care provider results into poor quality health care. About this matter Schyve (2007:360) says: "When patients with limited English proficiency are treated by physicians and other health professionals who are proficient only in English, 3 factors converge to create a 'triple threat' to effective communication". He goes on describing this threat made of language differences, cultural differences--which are often associated with language differences--and low health literacy in patients; as serious barriers to effective communication which can result into poor quality health care.

With the current research, my concern is "why can't all these departments, staff and tools be named in all the four languages (English, French, Swahili and Kinyarwanda) that are officially recognized by the Rwandan constitution?Kinyarwanda,in addition to being an official language, is the mother tongueof most Rwandans. Can't all these terms and words have their equivalents in the above four languages? By answering these questions via this study, I will have achieved the purpose of a translator. Talking about the purpose of translation, Baker (1998:3) states "the primary purpose of translation is to enable cooperative, functionally adequate communication take place across cultural and linguistic barriers".

It is upon this background that, as a translator trained to mediate people of different linguistic and cultural settings, I thought of conducting this research with intention to compile a four language glossary of hospital basic terms. The glossary in four languages (English, French, Kiswahili and Kinyarwanda) is an attempt to fill the gap in communication at hospital. It will be beneficial to Rwandans and foreigners who work or need to benefit from services offered at hospitals in Rwanda or elsewhere these languages are used. Not only medical service seekers and providers will benefit from this glossary but also translators and interpreters will rely on it since their main tool in their day to day duties is a dictionary. The glossary of this kind will serve them in the same way the dictionary does. The research will also be helpful to the owners of health care providing institutions who will be able to use all the four languages to ease service delivery and fill the communication gap between their clients and staff.

1.3.Choice and scope of the study

My interest to carry out a research on the four language glossary of hospital basic terms was motivated by prof. Evariste Ntakirutimana who always argued that

students in translation should decide on their area of specialization. He also urged that students at master's level should conduct research which can answer or solve problems that are faced by the community. His views opened my mind and made me decide to focus on the medical field. It is a field that almost all people regardless of their origin or language go for service. Above all, serving or helping many people in bridging the communication gaps that normally occur was one of my motivations to join the master of translation and interpreting.

As the title reveals, with this study I intend to compile a glossary of terms used at hospital in four languages. The study uses English, French and Kinyarwanda as source languages. The corpus of this study is made of 276 terms which were collected by the researcher. Note that all the terms used at hospital are not covered in this glossary. It only covers terms that are used to refer to departments, staff and tools existing at hospital. I would like to make it clear that not only English is used at hospital but also French and Kinyarwanda are. While helping me to compile the terms to refer to equipment and health professionals, some staff members gave me terms in English, French and Kinyarwanda. In addition, I encountered terms in the three languages through documentation.

A good number of terms were collected through field tours done in various health care providing institutions. However, for the list to be exhaustive, I used an important document got from the Ministry of Health Rwanda which is "Service packages for Upgraded Health Centers: RWANDA HEALTHCARE SYSTEM February 2019".

1.4. Significance of the study

The research on 'A four language glossary of hospital basic terms: English-French-Swahili-Kinyarwanda' is very crucial since it is an important attempt to fill the communication gap which exists between the patients and health care providers. The gap I mean here is the one which results in the use of English or French, or both, with a little regard to Kinyarwanda in health care provision while a great number of patients don't know or are not proficient enough in the above mentioned languages. The glossary of hospital basic terms will really contribute in bridging the gap and lead to the improvement of health care provision because:

- It will be beneficial to all Rwandans and foreigners who work or need to benefit from services offered at hospitals. Once the names of departments or services and health professionals are referred to in four languages that are mostly used, this will lead to easy access of the service and the professional required. Again, the knowledge or existence of this glossary will be a kind of mediation between a patient and a health care provider who might have different linguistic backgrounds.
- Not only medical service seekers and health care providers will benefit from this glossary but also translators and interpreters. These will rely on it since their main tool in their day to day duties is a dictionary. The glossary of this kind will serve them in the same way the dictionary does.
- The research will also be crucial to the owners of health care providing institutions who will be able to use all the four languages to ease service delivery and fill the communication gap between their clients and staff.

1.5. Objectives of the study

1.5.1. General objective

The general objective is to fill the communication gap at hospital.

1.5.2. Other objectives

- Compiling a glossary of terms that are used to refer to departments or services, staff and tools as they appear at the field.
- Find their equivalents in English, French, Swahili and Kinyarwanda.

1.6. Research questions

The present research will provide answers to the following questions:

- What are the terms used to refer to departments/services, staff and tools existing at hospital?
- Can all these terms have their equivalents in English, French, Swahili and Kinyarwanda?

1.7. Organization of the study

The current study comprises five chapters. The first chapter deals with the general introduction. The second chapter handles literature review wherebysome items like medical translation, the role of language in health care system, its barriers in this industry and the status of English in science and medical translation are discussed. The third chapter deals with the methodology which was used to collect the terms which served as the corpus of the research. The fourth chapter presents findings, their analysis and discussion. The last but not least chapter of this research is about the general conclusion and recommendation.

CHAPTER TWO: LITERATURE REVIEW

2.0. Introduction

The main focus of this chapter is to review some literature existing in order to understand the work, its orientation and be sure of the respect of the content.Through this chapter, I have briefly discussed language and its barriers in medical fields and the particular status of English language in science and medical translation.

2.1. The role of language and its barriers in medical field

Language is of uncomparable role in health care industry. To assess a patient, the first thing a doctor or any other health professional does is to understand what is wrong with him or her. Imagine a situation where a patient speaks a different language with their doctor or they cannot understand the language spoken at the hospital where they are seeking health care services. That is where language barriers start. And these can be dangerous especially in developing countries. Blog(2017) asserts: *"Languagebarriers in the medical fields are one of the major obstacles that health workers face all over the world. In fact, in most developing countries, people from the villages are unable to explain their problems to doctors."* This author goes on to say that both the patient and the doctor face such a challenge.

2.2. Medical translation and the status of English language in medical translation

A big part of the research corpus covers medical terms. Talking about medical translation, Wright (2011:243) said that: "Medical texts, although important, occupy one of many sub-domains, such as chemistry, bioscience, genetic engineering, or automotive engeneering, each with its own set of sub-topics and text classes distributed across the Sci-Tech spectrum." The same author goes on saying that it would be naïve to assume that such texts are devoid of cultural content or that their translation involves straightforward transfer.

Medical field involves scientific texts and it therefore uses specialized language. Faber, Arauz, Velasco and Reimerink (2006) argue that scientific and technical texts are rich in terminology because they have a lot of special terms and they are different in the way their sentences are constructed. These authors emphasise on the role of knowledge of the domain, the concepts in it, the propositional relations within the text and the conceptual relations between concepts within the domain to ensure the understanding of the scientific and technical texts.(https://:www.academic.oup.com/ijl/article-abstract/20/1/39/931641)

It is not for granted that I decided to have English as a languagein which entries are presented and others bearing equivalents. The predominant role that English plays in science prompted me to take that decision. Talking about the role of English in science, Wright (2011:256) states: "A critical factor affecting translation directionality is the fact that English today is the *predominant language for leading-edge science.*" He goes on arguing that scientists prefer to write and speak in English because scholarly articles are originally published in this language while a small part of them is translated into other languages. This is a fact even today because this language, English, is the most used in scientific journals.

This privileged status of English makes it not an easy task for other popular science writers working in languages other than English. These have to act as translators of a sort, because they base their work on English texts but write in a TL. The result is, as Wright (2011: 258) says: "English borrowings and loan translations in many cases supplant native forms, and synonymy and unmotivated terms may proliferate.

2.3. Conclusion

This chapter has covered a brief discussion of some important items which include language and its barriers in medical field, medical translation and the status of English language in medical translation.

CHAPTER THREE: METHODOLOGY

3.0. Introduction

The present research on "A four language glossary of hospital basic terms" was not easy and it necessitated a good methodological approach. I used a number of techniques. Field tours, questionnaires and interviews enabled me to obtain terms which made up the corpus of this study. A documentary research was also used to make the corpus exhaustive,276 terms, and more particularly to find equivalents of the terms.

3.1. Data collection techniques

3.1.1. Field tours

Thanks to various field tours I conducted in various health care providing institutions, I managed to get a big number of terms that are used to refer to hospital departments. I would go to different hospitals, clinics and health centers; look at different boards and doors. I wrote down what I could see there. Note that I went to CHUK, La Croix du Sud, Remera-Rukoma and Kibagabaga hospitals. For clinics, I went to Polyclinique Familiale (Polyfam), Kigali Medical Centre (KMC), BERI clinic and UR CMHS polyclinic (Nyarugenge). I also went to Remera and Kigese health Centers.At the end of each trip, I could sit and remove the repeated ones to make the corpus.

3.1.2. Questionnaire

A questionnaire is another technique that was used in order to collect terms that are used to refer to tools or equipment used at hospital.

The designed questionnaire was intended to get, from respondents, the information regarding the names of departments/services, professionals and tools available at hospital.All questions were open and respondents were allowed to answer in any of my four working languages. However, none answered in Swahili. A big number of respondents used English though some others used both English and French. Note that some could name some of the tools they use in Kinyarwanda. Some respondents accepted to answer my questions and tasked me to take notes while a few of them suggested coming for the feedback later or preferred to send it via email.

3.1.3. Interview

I interviewed 30 hospital staff members (from 10 institutions) in order to collect the terms that they use to refer to tools they use in their day to day services. This technique enabled me to get a big number of terms that made up the corpus of my study. It also helped in getting the right equivalents and definitions of collected terms.

3.1.4. Documentation

To carry out this research, as it can be seen from the list of references, various documents were read for different purposes: One, I wanted to be equipped with enough theories and get the corpus of the study. Two, in order to find the equivalents, dictionaries; which are regarded as powerful weapons for translators, were highly relied on. They helped me to achieve my objectives.

3.2. Data management Technique

I was often taking notes when respondents were answering. The data, terms, was processed immediately when I left the respective department or service. I was obliged to go through the draft and record the terms. I allowed respondents to use all the languages involved in my study when listing the tools. After recording the terms, I was proceeding with the documentation technique. I mention that I visited the department of clinical services in the Ministry of Health where I got the document which presents services offered in Rwandan clinics, health centers and hospitals. This document displays respective equipment they are needed to have in order for the service to be started. The document is written in English. Note that while I was observing, I could see English, French and Kinyarwanda used to refer to departments.No Swahili was encountered there.

CHAPTER FOUR: DATA PRESENTATION, ANALYSIS AND DISCUSSION OF FINDINGS

4.0. Introduction

The fourth chapter of this research deals with the presentation, analysis and discussion of the findings. It will cover the four language glossary of hospital basic terms made of 276 terms. These were collected in three languages, English, French and Kinyarwanda. 250 terms were collected in English, 140 terms in French while 77 terms were found in Kinyarwanda. The analysis, discussion of the data collected and variousmodalities used in finding their equivalents will also be covered in this chapter.

4.1. A Four Language glossary of Hospital Basic Terms: English-French-Swahili and Kinyarwanda

For better interpretation of the glossary, how I collected and processed the data, here the terms, note that: all terms collected are written in **bold**, equivalents found are written in *italic*, where I could not get equivalents I used definitions and these are written in 'normal'. I alsocreated terms and these are written in**bold italic**.

SN	ENGLISH	FRENCH	KISWAHILI	KINYARWANDA
1	accountancy	comptabilité	uhasibu	icungamari
	accountant	comptable	mhasibu	umucungamari
	administration	administration	uongozi	ubuyobozi
	admission	hospitalisation	kulazwa hospital	gushyirwa mu bitaro
	amalgam, dental	amalgame	amalgamu ya meno	igihomeshwamenyo
	amalgamator, dental	amalgamateur/mélangeur	chombo cha kuiwekea amalgam ya meno	ikivavangisho
	ambu bag	ballon ambu	kifaa cha kuongeza pumzi	akongeramwuka
	ambulance	ambulance	gari la wagonjwa	imbangukiragutabara
	ambulance services	services d'ambulance	huduma za gari la wagonjwa	serivisi z'imbangukiragutabara
	ambulance worker	ambulancier(ère)	mfanyakazi katika gari la wagonjwa	umukozi utwara/wita ku barwayi muri ambiransi
	ambulatory care	soins ambulatoires	uangalifu wa wagonjwa wasiolazwa hospitali	kwita ku barwayi bivuza bataha

anesthesia	anesthésie	unusukaputi	ikinya
anesthetic syringe, dental	seringue d'anesthésie dentaire	sirinji ya unusukaputi wa meno	urushinge rutera ikinya mu ryinyo
anesthetist	anesthésiste	mtaalamu wa unusukaputi	umuganga utera ikinya
applicators, medical	applicateurs	vifaa vilivyo na pamba ambavyo hutumiwa katika uchunguzi na upeaji dawa	udukoresho turiho ipamba twifashishwa mu gusuzuma ne gutanga imiti
apron	tablier	kimori/aproni	itaburiya
archives	archives	nyaraka/hifadhi za nyaraka	ishyinguranyandiko
audiologist	audiologue	mtibu wa magonjwa ya usikivu	umuganga uvura indwara zo kutumva
autoclave machine	autoclave/machine de stérilisation	otoklevu/kivukishi	imashini iteka ibikoresho
auto- refractometer	auto-réfractomètre	mashine ya kuchunguza mchepuko wa mwanga	imashini isuzuma imirebere y'amaso ikosorwa

n'indorerwamo

	baby scale	pèse-bébé	mizani ya watoto	umunzani w'abana
	beaker, measuring	gobelet gradué	bika ya kupimia	agakombe bapimisha muri laburatwari
	blood bank	banque du sang	hifadhi ya damu	ububiko bw'amaraso
	blood pressure monitor	tensiomètre	kipima shinikizo	igipimo cy'umuvuduko w'amaraso
25	blood serum	sérum sanguine	majimaji ya damu	serumu
	blood transfusion	transfusion sanguine	upaji wa damu	gutanga amaraso
	bleaching machine	machine de branchiment	mashine ya kung'arisha	imashini ikesha
	breast screening	dépistage du cancer du sein	uchunguzi wa kansa ya matiti	gusuzuma kanseri y'amabere
	burn centre	centre de brûlure	nafasi ya wagonjwa wa kuchoma	aho bavurira ubushye

burnisher	brunissoir	kifaa cha kung'arisha	igikoresho kifashishwa mu kunoza igihomo
cardiology	cardiologie	kadiolojia	ubuvuzi bw'umutima
cardiographer	cardiographe	mtaalamu wa kuchunguza moyo	usuzuma indwara z'umutima
cardiotography (CTG) machine	machine de cardiographie	mashine ya kuchunguza moyo	imashini isuzuma umutima
cardiologist	cardiologue	mtaalamu wa kutibu magonjwa ya moyo	umuganga w'indwara z'umutima
cashier	guichetier	keshia	aho bishyurira
cast saw	scie à pensement	msumeno wa plasta	akamashini gakata sima
catheter, urinary	catheter urinaire	kateta ya mkojo	sonde
chaplain	aumônier	kasisi	uhagarariye idini mu bitaro
chaplaincy, hospital	chapelle de l'hôpital	kasisi ya hospitali	icyumba gisengerwamo mu bitaro

chart, vision	tableau de vision	chati yenye heruthi za kuchunguzia macho	igishushanyo kiriho inyuguti zifashishwa mu gusuzuma amaso
chest tube insertion set	kit de pose de drain thoracique	vifaa vya kuchunguzia na kutibu kifuani	ibikoresho byifashishwa mu gusuzuma no kuvura mu gituza
chiropody	podologie	utabibu wa vitengele vya mguu	ubuvuzi bw'indwara z'ibirenge
chiropodist	pedicure	tabibu wa vitengele vya mguu	umuganga w' indwara z'ibirenge
chronic diseases	maladies chroniques	magonjwa sugu	indwara zidakira
composite, dental	composite dentaire	aloi risasi	ubwoko bw' igihomo cy'amenyo
compress	compresse	kigandamizo	igipfuko
compressor	compresseur	kishinikizi	agakoresho gatsindagira igihomo
condenser	condenseur	kitoneshi	igikoresho gishyushya

	consultation bed	lit de consultation	kitanda cha uchunguzi	igitanda cyo mu isuzumiro
50	consultation room	salle de consultation	chumba cha uchunguzi	isuzumiro
	counselor	conseiller	mshauri	umujyanama
	crucible	creuset	kalibu/kikalibu	agakoresho gashyirwamo ibinyabutabire byashongeshejwe n'ubushyuhe bwinshi
	crutch	béquille	gongo (la kutembelea mgonjwa au kilema)	imbago
	defibrillator	défibrillateur	mashine ya kukosoa mapigo ya moyo	akamashini gakosora ugutera k'umutima
	delivery bed	lit d'accouchement	kitanda cha kujifungua	igitanda babyarizaho ababyeyi
	dental chair	fauteil dentaire	kiti cha uchunguzi wa meno	intebe yo mu isuzumiro ry' amenyo
	dental technician	technicien dentaire	tabibu wa meno	umuvuzi w'amenyo

dentist	dentiste	daktari wa meno	umuganga w'amenyo
dentistry	dentisterie	utaalamu wa meno	ubuvuzi bw'amenyo
dermatologist	dermatologue	daktari wa ngozi	umuganga w'indwara z'uruhu
dermatology	dermatologie	tiba ya ngozi	ubuvuzi bw'indwara z'uruhu
dialysis	dialyse	dialisisi	ubuvuzi bw'impyiko
dietics also nutrition	diététique/nutrition	ugunga/elimu-lishe	imbonezamirire
dietitian	diététicien	mgunga/mwanalishe	umukozi wigisha imirire myiza
dilator, vaginal	dilatateur	kipanuzi	akaguragitsina
director, managing	directeur général	mkurugenzi mwendeshaji	umuyobozi mukuru
director of finance	directeur de finance	mkurugenzi wa uchumi	umuyobozi ushinzwe imari

	director of HR and ADMIN.	directeur d'administration et des ressources humaines	mkurugenzi wa uongozi na wafanyakazi	umuyobozi ushinzwe ubutegetsi n'abakozi
	disability	infirmité	ulemavu	abafite ubumuga
	discharge lounge	salle de décharge	sebule ya kufoka	aho abarwayi bategerereza
	doctor	docteur	daktari	umuganga
	doppler ultrasound	écho-doppler	kifaa cha kupimia shinikizo la damu katika mishipa	agakoresho gapima umuvuduko w'amaraso mu mitsi
	draw sheets, also under sheets	alaises/alèzes	vitambaa vya kuchukulia wagonjwa	ibitambaro bifashisha mu guterura abarwayi
	dressing	pansement	ufungaji wa vidonda	aho bapfukira ibisebe
75	dumb-bell	haltère	chuma kizito cha mazoezi ya viungo vya mwili	guterura ibiro
	elevator	elevateur	kipandishi	agakoresho gakura amenyo

emergency	urgence	dharura	ahakirirwa indembe
ergometer	ergomètre	kifaa cha kupimia uwezo wa misuli	agapimamikaya
ergo-stationary bicycle	bicyclette ergo- stationaire	kinga maungo	igare ngororangingo
estate and maintenance	immobiliers et entretien	idara ya mali na matengenezo	ibiro bishinzwe ibikoresho no gusana ibyangiritse
examination	consultation	uchunguzi	isuzumiro
excavator	excavateur	kifaa cha kuondoa karisi kwa meno	agakoresho gakura umwanda mu ryinyo ryaboze
exercise mat	natte pour exercises	mkeka wa mazoezi	umusambi w'imyitozo ngororamubiri
explorer	explorateur	kichunguzi	agashinge gasuzuma amenyo
family planning	planning familial	uzazi wa majira	kuringaniza urubyaro
fetal heart monitor	moniteur du coeur foetal	kifaa cha kupimia mapigo ya moyo wa	agakoresho gapima ugutera k'umutima w'umwana uri mu

		kijusi	nda
fetoscope	foetoscope	kifaa cha kuchunguzia kijusi	agakoresho gasuzuma umwana uri mu nda
finance	finance	ofisi inayohusika na fedha	ibiro bishinzwe imari
forceps	davier	koleo/chamburo	ipensi
forceps, cast bending	pinces de pliage (de plâtre)	koleo ya kukunja plasta	ipensi ikunja sima
gastroenterology	gastroentérologie	matibabu ya tumbo na utumbo	ubuvuzi bw'igifu n'amara
general medicine	medecine générale	tiba ya jumla	ubuvuzi bw'indwara muri rusange
general surgery	chirurgie générale	upasuaji wa jumla	inzu y'imbagwa
glove	gant	glavu	akarindantoki
glucometer	glucomètre	kifaa cha kupimia glukosi	igipimo k'isukari mu mubiri

	goniometer	goniomètre	goniometa/kipima pembe	agapimanguni
	gynecological exam lamp	lampe d'examen gynécologique	taa la uchunguzi wa kijinakolojia	itara ryifashishwa mu gusuzuma indwara z'abagore
	gynecological exam table/bed	table d'examen gynécologique	kitanda cha uchunguzi wa uzazi	igitanda basuzumiraho abagore
	gynecologist	gynecologue	mwana jinakolojia	umuganga w'abagore
100	gynecology	gynecologie	jinakolojia	ubuvuzi bw'indwara z'abagore
	haematology	hématologie	hematolojia	ubuvuzi w'indwara z'amaraso
	hammer	marton	nyundo	inyundo
	human resources and administration	administration et ressources humaines	ofisi inayohusika na uongozi na wafanyakazi	ishami rishinzwe ubutegetsi n'abakozi
	immunology	immunologie	ukingaji	serivisi zijyanye n'abasirikare b'umubiri
	impression tray	porte-empreinte	vifaa vinavyotumiwa katika matibabu ya meno	ibikoresho byifashishwa mu kuvura amenyo

incubator	incubateur/couveuse	kitamizi/kiangulio/kitotoa	imashini ishyushya abana bavutse badashyitse
incinerator	incinérateur	mashine ya kuchoma taka	imashini itwika imyanda
infant cot (crib)	berceau	kitanda cha watoto	igitanda cy'abana
infection control	contrôle d'infection	kuzuia maambukizi	(serivisi zo) kurwanya ubwandu
infectious diseases	maladies infectieuses	magonjwa ya kuambukiza	indwara zandura
infrared lamp	lampe infrarouge	taa ya miali isiyoonekana	itara ritanga ubushyuhe
infusion therapy	thérapie par perfusion	matibabu kwa kupitishia dawa kwa mishipa	kuvura batera imiti mu mitsi
intensive care	soins intensifs	sadaruki	ahavurirwa indembe
internal medicine	medecine interne	tiba ya magonjwa ya ndani	ubuvuzi bw'indwara zo mu mubiri
kidney dish	bassin réniforme	sahani (iliyoumbwa kama figo) ya kubebea	isahani (iteye nk'impyiko) itwarwa ho ibikoresho

		vifaa	
kidney machine	machine de rein	mashine ya figo	imashini ikora akazi k'impyiko
kinesiotherapist	kinésithérapeute	mtaalamu wa tibamwendo	umugororangingo
kinesiotherapy	kinésithérapie	tibamwendo	ubugororangingo
lab assistant	laborantin,-e	mfanyakazi wa maabara	umukozi upima ibizamini
laboratory	laboratoire	maabara/lebo	aho bapimira ibizamini
laryngoscope	laryngoscope	kifaa cha kuchunguzia zoloto	agakoresho gasuzuma mu nkanka
laundry	blanchisserie	udobi	imesero
lensometer	frontofocomètre	kifaa cha kupimia uwezo wa lenzi	agakoresho gapima ubushobozi bw'imboni
lubricant	lubrifiant	kilainisho	amavuta anoza ibyuma

125	magnifying lens	lentilles/loupes de grossissement	lenzi za kukuza	indorerwamo zongera ingano
	mammography	mammographie	uchunguzi wa matiti	gusuzuma indwara z'amabere
	maternity	maternité	nafasi ya uzazi	ibitaro by'ababyeyi
	medical director	médecin directeur	daktari-kiongozi	umuyobozi ushinzwe ubuvuzi
	mental health	santé mentale	tiba ya magonjwa ya akili	ubuvuzi bw'indwara zo mu mutwe
	microscope	microscope	hadubini	mikorosikopi
	midwife	sage-femme	mkunga	umubyaza
	midwifery	pratique de sage-femme	ukunga	ububyaza
	minor surgery	petite chirurgie	upasuaji mdogo	kubaga byoroheje
	mirror, mouth	mirroir dentaire	kioo cha meno	indorerwamo ikoreshwa mu gusuzuma amenyo

mortuary	morgue	nyumba ya maiti	uburuhukiro
ncd (non communicable diseases)	les maladies non transmissibles	magonjwa yasiyoweza kuambukizwa	indwara zitandura
needle, spinal	aiguille spinale	sirinji ya unusukaputi wa uti wa mgongo	agashinge gatera ikinya mu rutirigongo
nebulizer	nébulisateur	kinebulishi	igikoresho gifasha umurwayi kwinjiza imiti mu mwuka
neonatal intensive care	soins intensifs néonatals	sadaruki ya watoto wachanga	ibitaro by'impinja zirembye
neonatology	néonatologie	matibabu ya watoto wachanga	ubuvuzi bw'impinja zikivuka
neurology	neurologie	nyurolojia	ubuvuzi bw'imitsi
neurologist	neurologue	mtaalamu wa nyurolojia	umuganga uvura indwara z'imitsi
neurophysics	neurophysique	nyurofizikia	kurambura imitsi

	neurophysiology	neurophysiologie	nyurofiziolojia	kwita ku myakura
	neurosurgeon	neurochirurgien	mpasuaji wa neva	umuhanga mu kubaga imyakura
	nurse	infirmier(ère)	muuguzi/nesi	umuforomo
	nursing	infirmerie	ofisi ya wauguzi	ibiro by'abaforomo
	nursing assistant	infirmier(ère) auxiliaire	nesi msaidizi	umufasha w'umuforomo
	obstetrician	obstétricien	daktari wa uzazi	umuganga wita ku babyeyi batwite
150	obstetrics, also prenatal care	obstétrique, consultation prénatale	tiba ya uzazi	ubuvuzi bwita ku bagore batwite
	occupational therapist	ergothérapeute	tabibu anayetumia vitendo kutibu viungo vya mwili	umuvuzi ukoresha imyitozo mu kugarura ubushobozi bw'ingingo
	occupational therapy	ergothérapie	tiba kwa kutumia vitendo	ubuvuzi bukoresha ibikorwa mu kugarura ubushobozi bw'ingingo

oncologist	oncologiste	daktari wa kansa	umuganga wa kanseri
oncology	oncologie	onkolojia	gusuzuma no kuvura kanseri
operating table	table d'opération	meza ya kupasulia	iseta
ophtalmologist	ophtalmologiste	daktari wa macho	umuganga w'amaso
ophtalmology	ophtalmologie	ofthalmolojia	ubuvuzi bw'amaso
ophtalmoscope	ophtalmoscope	kifaa cha kumulika na kutizama ndani ya jicho	igikoresho gisuzuma amaso
optometer	optomètre	kifaa cha kuchunguzia uwezo wa kuona	agakoresho gapima ubushobozi bwo kubona
optometrist	optométriste	mpimaji wa macho	umuganga upima amaso
optometrics	optometrie	upimaji macho	gupima amaso
orthopaedics	orthopédie	othopediki/tiba ya mifupa	ubuvuzi bw'amagufwa

orthopaedic workshop	service d'appareillage orthopédique	karakana ya viungo bandia-saidizi	aho bakorera insimbura n'inyunganirangingo
orthoptist,	orthoptiste	tabibu wa kasoro/magonjwa ya mzunguko wa macho	umuganga usuzuma akanavura indwara z'imikoranire y'amas (imirari n'izindi)
orthosis	orthèse	kiungo-saidizi	inyunganirangingo
orthotist	orthésiste	mtengenezaji viungo- saidizi	ukora inyunganirangingo
otolaryngology, ENT,ORL	otolaryngologie	tiba ya sikio,pua na koo	ubuvuzi bw'ugutwi,izuru n'umuhogo
otoscope (also auriscope)	otoscope	otoskopu/chombo cha kupimia tundu la sikio	agakoresho gasuzuma ugutwi
oxygen concentrator	concentrateur d'oxygène	kisafishi-hewa/mashine ya kutakasa hewa	imashini iyungurura umwuka
oxygen cylinder	bouteille d'oxygène	mkebe wa oksijeni	bomboni
oxygen mask	masque d'oxygène	kiingiza-hewa	akinjizamwuka

	out patient (department)	consultation externe	wagonjwa wasiolazwa hospitalini	abivuza bataha
	pathology	pathologie	patholojia	gusuzuma indwara bapima ibice by'umubiri byabazwe
	patient identification bracelets	bracelets d'identification du patient	vikuku vya kutambulisha mgonjwa	ibikomo biranga umurwayi uri mu bitaro
175	patient services	services aux patients	huduma kwa wagonjwa	kwita ku barwayi
	pediatrician	pédiatre	daktari wa watoto	umuganga w'abana
	pediatrics	pédiatrie	matibabu ya watoto	ubuvuzi bw'indwara z'abana
	pediatric emergency	urgence pédiatrique	sadaruki ya watoto	ahavurirwa abana b'indembe
	pediatric hospitalisation	hospitalisation pédiatrique	hospitali ya watoto	ibitaro by'abana
	pelriodontal probe	sonde parodontale	kifaa cha kuchunguzia mashimo ya meno	agakoresho kifashishwa mu gupima imyobo mu mashinya

pharmacist	pharmacien	mfamasi	utanga imiti
pharmacy	pharmacie	famasia/duka la dawa	farumasi/aho bagurira imiti
phototherapy machine	machine de photothérapie	mashine inayotumiwa kutibu ngozi kwa kutumia mwanga	imashini ikoreshwa mu kuvura indwara z'uruhu hifashishwa urumuri
plaster cast	plâtre	ganda (la piopi)	sima
plaster knife cutter	couteau de plâtre	kisu cha kukata plasta	icyuma gikata sima
plaster room	salle de plâtre	mahali pa kuiwekea plasta kwa wagonjwa	aho bashyiraho sima
plastic instrument	instrument en plastique	chombo cha kuwekea aloi risasi kwa meno	agakoresho kifashishwa bashyira igihomo mu ryinyo
plastic surgery	chirurgie esthétique	upasuaji wa kurekebisha tishu za mwili	kubaga bigamije kongera ubwiza
physician	médecin	daktari	umuganga
physiologist	physiologue	mwanafiziologia	umuganga uvura indwara

z'inzungano

physiotherapist	physiothérapeute	mtaalamu wa tibamaungo	umuvuzi ugorora ingingo
physiotherapy	physiothérapie	tibamaungo	ubuvuzi ngororangingo
podiatrist	podologue	mganga wa vitengele vya mguu	umuganga w' indwara z'ibirenge
porter	porteur d'hôpital/brancardier	mchukuzi	umukozi utwara abarwayi mu bitaro
primary care	premiers soins	uangalifu wa kwanza	ubutabazi bw'ibanze
probe	sonde	kipima kidonda	agakoresho gasuzuma igikomere
procurement	approvisionnement	mchakato wa manunuzi ya mahitaji	ishami rishinzwe amasoko
prosthesis	prothèse	kiungo-bandia	insimburangingo
prosthesis, dental	prothèse dentaire	meno-bandia	amenyo-makorano

200 prostl	netist	prosthésiste	mtengenezaji viungo- bandia	ukora insimburangingo
psych	iatrist	psychiatre	mtaalamu wa tiba ya akili	umuganga w'indwara zo mu mutwe
psych	iatry	psychiatrie	tiba ya akili	ubuvuzi bw'indwara zo mu mutwe
psych	ologist	psychologue	mwanasaikolojia	umukozi ugira abarwayi inama
psych	otherapist	psychothérapeute	mtaalamu wa tiba kisaikolojia	umuvuzi njyanama
psych	otherapy	psycothérapie	matibabu ya kisaikolojia	ubuvuzi njyanama
and	c relations nunication	relations publiques et communication	ofisi ya mawasiliano na mahusiano ya umma	ibiro bishinzwe imibanire n'itumanaho
pulsin	neter	pulsimètre	kifaa cha kupima mapapo ya moyo	igipimo cy' ugutera k'umutima
radio	grapher	radiographe	mtaalamu wa picha za eksirei	umukozi ucisha abarwayi mu cyuma

radiography, also x-ray	radiographie	upigaji picha za eksirei	guca mu cyuma
radiologist	radiologue	daktari mtaalamu wa eksirei	umuganga ucisha abarwayi mu cyuma
radiology	radiologie	rediolojia	radiyoloji
radiotherapist	radiothérapeute	mtaalamu wa tibaredio	umuganga ushiririza kanseri
radiotherapy	radiothérapie	matibabu kwa mionzi/tibaredio	gushiririza kanseri
reception	réception	mapokezi	urwakiriro
reception rheumatology	réception rhumatologie	mapokezi matibabu ya misuli	urwakiriro ubuvuzi bw'indwara z'ingingo n'imikaya
		-	ubuvuzi bw'indwara z'ingingo
rheumatology	rhumatologie	matibabu ya misuli	ubuvuzi bw'indwara z'ingingo n'imikaya umukozi wakira abagana

	restaurant	staurant restaurant mkahawa/hoteli		resitora
	retinoscope rétinoscope		chombo cha kupimia uwezo wa retina	agakoresho gasuzuma indwara yo kutabona hafi cyangwa kure
	scale, weighing	balance	mizani	umunzani
	scaler, manual	currete/détartreur manuel	kifaa cha kuondoa karisi kwa meno	agakoresho kifashishwa mu gukura umwanda mu menyo
	scalpel	bistouri	kisu cha kupasulia	icyuma cyo kubaga
	scissors	ciseaux	makasi	umukasi
225	slit lamp	lampe à fente	mashine ya kuchunguza macho	imashini isuzuma amaso
	secretariat	secrétariat	ukatibu	ubunyamabanga
	sexual health	santé reproductive	afya ya jinsia	ubuzima bw'imyororokere
	sewage station	station d' épuration	karakana ya kusafisha maji machafu	ahatunganyirizwa amazi yanduye

simulation center	centre de simulation	kituo cha ugushi wa ugonjwa	aho abiga kuvura batorezwa
social work services	services sociaux	huduma za kijamii	gufasha abarwayi
social worker	travailleur social	mfanyakazi wa kijamii	umusosiyari
spinal board	planche vertébrale	mbao ya uti wa mgongo	urubaho rufata uruti rw'umugongo rwavunitse
spirometer	spiromètre	kipima mapafu	agapimabihaha
splint	éclisse	kibanzi/kichane	igikoresho kirinda imvune gukomeza kwiyongera
spreader, plaster	épandeur de plâtre	kitandaza plasta	agakoresho bashyirisha ho sima
statistics	statistique	takwimu	ibarurishamibare
stepper	moteur pas à pas	mashine ya kufanyia mazoezi ya viungo vya mwili	imashini ikoreshwa mu myitozo ngororamubiri

sterilisation	sterilization	kufisha vijidudu	aho batekera ibikoresho
steriliser	stérilisateur	kifisha vijidudu	imashini iteka ibikoresho
stethoscope	stethoscope	stetoskopu	akamashini kumva amajwi y'imbere mu mubiri
stomatology	stomatologie	tiba ya magonjwa ya kinywani	ubuvuzi bw'indwara zo mu kanwa
store	magasin	ghala	ububiko
stretcher	brancard	machela/kitanda cha mgonjwa	burankari
suction machine	aspirateur	mashine ya kuondoa uchafu	imashini isukura
surgical blade	lame chirurgicale	wembe wa kupasua	urwembe rwo kubaga
surgical table	table chirurgicale	meza ya upasuaji	iseta
surgeon	chirurgien/ne	daktari mpasuaji	umuganga ubaga

	surgeon, dental	chirurgien dentist	daktari mpasuaji meno	umuganga ubaga abarwayi b'amenyo
	surgery	chirurgie	upasuaji	kubaga
	suture	suture	mshono wa kidonda/uzi wa kushonea vidonda	igipfuko
250	swab	Tampon	pamba	ipamba
	swab rack	porte-tampon	rabe ya kitambaa	agakoresho kabikwamo ipamba
	syringe	seringue	sirinji	urushinge
	tape measure	mètre ruban	chenezo	metero
	therapist	thérapeute	mtaalamu wa matibabu	umuvuzi
	thermometer	thermomètre	kipimajoto	igipimo (cy'umuriro)
	timer	minuterie	kidhibiti majira au muda	isaha-mubazi

tongue depressor	abaisse-langue	kifaa cha kuinamisha ulimi	agatsindagirarurimi
tonometer	tonomètre	kifaa cha kuchunguzia shinikizo ndani mwa macho	agakoresho gapima umuvuduk w'amaso
torch, head	lampe frontale	taa ya mbele	itara ry'imbere/ ku gahanga
tourniquet	turnstile	kisongo	bande bazirika kugira ngo amaraso atava
trolley, medical	chariot/table roulante	kiberenge	igikoresho gishushe nk'ameza afite imipine kifashishwa mu gutwara ibikoresho
twizzer	pince à stampon	kibanio	agakoresho kifashishwa mu gufata ipamba
ultrasonic scaler	écailleur ultrasonique	kifaa cha kuondoa utando na vijiwe kwa meno	agakoresho gakura umwanda mu menyo
ultrasound machine, also x- ray	machine écographique	mashine inayotumiwa katika uchunguzi wa ndani ya mwili	imashini isuzuma imbere mu mubiri igakoresha kumva amajwi

ultrasound scan	écographie	ekografia	gusuzuma hakoreshejwe kumva amajwi
urine drainage bag	sac de drainage d'urine	mfuko wa mifereji ya mkojo	agafuko kajyamo inkari zivuye mu gapira kava mu ruhago
uro-genital	urogénital	tiba ya ogani za jinsia	ubuvuzi bw'imyanya myibarukiro
urology	urologie	tiba ya mfumo wa mkojo	ubuvuzi bw'urwungano rw'inkari
vaccination	vaccination	chanjo/kuchanja	gukingira
waste bin	poubelle	pipa	aho bashyira imyanda
wheel chair	marchette	kiti cha matembezi	igare ry'abarwayi/ababana n'ubumuga
wobble board	planche d'équilibre	mbao ya msawazo	igikoresho k'imyitozo ngororamubiri gifasha mu gutegura umubiri n'ubwonko
x-ray	radiographie	eksirei/mionzi	serivisi zo guca mu cyuma

275	x-ray machine, dental	machine de radiologie dentaire	ekisirei ya meno	icyuma gisuzuma amenyo
	x-ray viewer	visioneuse de rayon x	mtazamo wa eksirei	<i>inyerekanamashusho</i> (y'icyuma gisuzuma)

4.2. Analysis, discussion of the findings and modalities used to find equivalents

In some institutions like Polyfam, CHUK, and La Croix du sud, they indicate some departments or services they offer in three languages: English, French and Kinyarwanda. But when you look at them, For English and French you find that they are real equivalents. For Kinyarwanda you also find real equivalents but these are not as many as they are in English and French. A big number of what are used as Kinyarwanda equivalents are borrowings and definitions of English and French terms. However, this should not be a problem because users benefit from them and they got used to them. The examples are: Radiology-Radiologie-Radiyo(loji); Dermatologist-dermatologue-umuvuzi w'indwara z'uruhu and many others. There are also other Kinyarwanda equivalents that result from denotation. They are neither borrowings nor definitions. Yet, they are well known and used to guide patients. Among these I can mention: cashier-aho bishyurira and general surgery-inzu y'imbagwa.

4.2.1. Language use at hospital

Languages	English	French	Swahili	Kinyarwanda
No of terms collected	250	140	0	77
Percentage	90.57%	50.72%	0%	27.89%

According to the data collected from hospital staff, English is the language they use most. From the table above, it is clear that I managed to collect many terms in English. 250 terms which make 90.5% of the total number of terms I based my research on were found in English. Note that these terms were found through my field tours, interviews, and questionnaires with health professionals. The documentary research also enabled me to get the terms and I could write terms in the language the document was written in. The example here is the other 'Service Packages for Upgraded Health Centers: Rwanda Healthcare System February 2019' which is in English only. Another good number of terms were found in French. 140 terms, which is 50.7%, were found in French. This makes it the second language which is more used at hospital. Only 77 terms, 27%, were found in Kinyarwanda. Throughout my study I haven't encountered any Swahili term. In other words, Swahili is absent at hospital. Yet, it is widely spoken in this region.

As it can be seen in 4.1., the glossary is organized in such a way that entries are presented in an alphabetical order but without definitions in English language and their equivalents are given in French, Swahili and Kinyarwanda languages.

Different tools which include dictionaries such as lingwee were used in order to be able to find their equivalents in target languages. Where this could not work, I resorted to using other modalities such as using definitions resulting from paraphrase as a translation techniquein order to help users of these languages. I also tried to create new terms in Swahili and Kinyarwanda.Belowis the overview of the modalities used. Only the percentages which represent the number of terms are indicated in the table.

Source	Target languages	English	French	Swahili	Kinyarwanda
Languages					
	Modalities				
ENGLISH	Equivalents	-	100%	82.00%	64.00%
(250 terms)	Definitions	-	0.00%	16.00%	31.20%
	Created terms	-	0.00%	2.00%	5.60%
FRENCH	Equivalents	100.00%	-	85.71%	70.71%
(140 terms)	Definitions	0.00%	-	12.86%	23.57%
	Created terms	0.00%	-	1.43%	5.71%
KINYARWAND A	Equivalents	100.00%	100.00%	100.00%	-
(77 terms)	Definitions	0.00%	0.00%	0.00%	-
	Created terms	0.00%	0.00%	0.00%	-

4.2.2. Modalities used in finding equivalents

As it can be seen from the table above (4.2.2.), I managed to get French equivalents of all the 250 terms that were collected in English. This was also achieved when finding English equivalents of 140 terms that were collected in French. Note that some of these equivalents were found at the field and others were found through surveying different tools.Both English and French belong to the Indo-european family of languages and these languages share many similarities, most notably the same alphabet and many true cognates as some of them can be seen in the glossary in 4.1. The existence of reference documents such as bilingual dictionariesinvolving both languages made it easier to get equivalents among the two languages.

As far as Swahili is concerned, I managed to get Swahili equivalents of 205 terms out of 250 collected in English i.e. 82.00%. A number of reliable resources that can help in getting equivalents exist. These are bilingual dictionaries which involve English and Swahili. Among these documents I can mention*English-Swahili Dictionary*, 3rd Edition and *Kamusi ya Tiba*. These are good documents that I relied on to get many Swahili equivalents of English terms. For 40 terms i.e 16.00%, I did not find their equivalents in Swahili and I resorted to using their definitions which I hope could help users who will encounter them somewhere at hospital. I also created 5 terms in Swahili. This is 2.00% of the total terms collected in English. These are the terms that were created basing on the function of the referent and I tried to make the created terms fit in the language. This is in terms of lexical varieties that are taken into account in the creation of terms in languages. The most used was compounding. A compound is defined as 'a word

(lexeme) that consists of more than one free morpheme'. Examples of created terms include: *kinga maungo, kiingiza hewa, kitandaza plasta* etc.

As far as Kinyarwanda is concerned, I got the equivalents of 160 terms out of 250 terms collected in English. This makes up the percentage of 64.00%. But, I mention that among these equivalents I include those I found during my field tours and others that I found by using different documents. I was not able to find the equivalents of 78 terms i.e. 31.20% and I used their definitions as an attempt to fill the gap in case users face one of the terms. 14 new terms were created in Kinyarwanda. These represent 5.60% of the total terms collected in English. The examples of these terms include:*isaha-mubazi, akongeramwuka and ubuvuzi njyanama*.

For the terms collected in French, I found all their equivalents in English which is 100.00% as mentioned earlier. 120 terms out of 140, which makes up 85.71%, got their equivalents in Swahili. For 18 terms which is 12.86%, I didn't find their equivalents and I decided to use their definitions.I created 2 terms which is 1.43%.Finding their equivalents in Kinyarwanda was achieved at the percentage of 70.71, this means that 99 terms out of 140 terms collected in French have their equivalents in Kinyarwanda. 23.57%, 33 terms, of them are definitions of collected terms. 8 new Kinyarwanda terms i.e. 5.71% were created to fill the gap. Kinyarwanda created terms include for example: *agatsindagirarurimi, akarindantoki, and akinjizamwuka.* Note that some of these created terms are seen two times in the analysis.This is because there are cases of terms that were seen in both English and French languages. So, the created term is regarded as serving for two purposes. It fills the gap between English and Kinyarwanda on

one side and French and Kinyarwanda on the other. This is the same situation for the created terms in Swahili.

There are also 77 terms that were found in Kinyarwanda. These have all equivalents, 100.00%, in all the three languages: English, French and Swahili. It did not even take a long processto find many of these equivalents in English and French. A big number of them were seen during my field tours and they are used together at some institutions. I also got their equivalents in Swahili though there are not many documents that can be relied on when dealing with Kinyarwandaand Swahili. However, I could first get their equivalents in English and then proceed to finding them in Swahili.

The general observation is that it was easy to get equivalents between English and French. This was achieved 100%. It was also easier to get equivalents of English and French terms in Swahili than it was achieved in Kinyarwanda. This is proven by the existence of some reliable documents that can be used when translating from English to Swahili and vice versa. There are also softwares which help dealing with English, French and Swahili. Lastly, I managed to create more terms in Kinyarwanda than in Swahili. The reason to this is also obvious. Kinyarwanda is my mother tongue. Therefore, creating a word in it could be achieved easily than it could be in Swahili. The last but not least, all terms collected in Kinyarwanda got their equivalents in English, French and Swahili. There wasn't any need to use neither definitions nor creating new terms. In addition, these terms are often used together to indicate some departments.

CHAPTER FIVE: CONCLUSION AND RECOMMENDATION

5.1. Conclusion

This research was aimed at compiling a four language glossary of basic terms used at hospital. It was not an easy task to collect the terms that made up the corpus of the study. In addition, the process of finding equivalents was long and demanding because I had to deal with four languages (English, French, Swahili and Kinyarwanda) which are different. However, being guided by appropriate research questions, I applied the right methodology made of field tours, questionnaire, interview and documentation to get 276 terms making up the corpus.

Having got the corpus, the remaining task was to find their equivalents in all the four languages: English, French, Swahili and Kinyarwanda. This was done by taking into account that terms were collected in three languages: English, French and Kinyarwanda. This means that each term collected in one of the three languages had to have its equivalent in the other remaining three languages.A number of modalitieswere used in order to accomplish the task. These include:finding equivalents, using definitions and creating new terms.

The current researchhas proved that finding equivalents between English and French was easier. This was achieved 100%.These languages have many similarities and I got all equivalents needed.I didn't use any definition nor created a new term when I was dealing with English and French.

Regarding the process of finding equivalents of English in Swahili and Kinyarwanda,I managed to get more Swahili equivalents (82.00%) than those I got in Kinyarwanda (64.00%). This was the same case when dealing with the terms collected in French. 85.71% of these terms got Kiswahili equivalents while only 70.71% of them got Kinyarwanda equivalents. It is important to note that more terms were created in Kinyarwanda than those created in Swahili.

Lastly, all the 77 terms collected in Kinyarwanda got their equivalents, 100.00%, in the three target languages: English, French and Swahili. It is worth to mention that most of equivalents appear at the field together.

5.2. Recommendation

From this study, it was confirmed that the most used languages at hospital are English and French. Kinyarwanda is less used there while Swahili is absent. Yet, a big number of English and French terms that are mostly used there have their equivalents in Kinyarwanda and Swahili as it can be seen in this study. I therefore suggest that:

The Ministry of Health should encourage the owners of health care institutions and their staff to integrate all the four languages in their institutions, especially when indicating departments or services they offer.

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Appendices

Appendix 1.QUESTIONNAIRE

Name of the project: A Four Language Glossary Of Hospital Basic Terms: English-French-Swahili and Kinyarwanda. (This will be a dissertation which is a requirement for a Master of Arts in Translation and Interpreting.)

Instruction: This questionnaire serves to collect terms that will be part of a Four Language Glossary of Hospital Basic Terms: English-French-Swahili and Kinyarwanda. You are therefore allowed to answer in any of the four languages.

Question 1. What is the name of this department/service?

.....

Question 2. What is your professional title?

.....

Question 3.Can you list down any other professionals working in this department?

.....

Question 4. What are the tools you use in your day to day duties?

No	English	French	Swahili	Kinyarwanda
1				
2				
3				
4				

		1
5		
6		
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8		
9		
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Thank you for your contribution !!!

Appendix 2. FIELD NOTES' FORMAT

Name of the project: A Four Language Glossary Of Hospital Basic Terms: English-French-Swahili and Kinyarwanda. (This will be a dissertation which is a requirement for a Master of Arts in Translation and Interpreting.)

Name of health care providing institution:

••••••

Date:

Departments/services available

No	English	French	Kinyarwanda
1			
2			
3			
4			
5			
6			
7			
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9			
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