



## **Frequently Asked Questions**

### **How does INTERPRETALK® Work?**

INTERPRETALK® works by allowing you to communicate with an individual with Limited English Proficiency (LEP) by adding an interpreter to the conversation via telephone. Review your Desk Top Instructions to learn how to access InterpreTalk.

### **How long will I have to wait for an interpreter?**

You will wait for an interpreter for less than 30 seconds for most calls, but occasionally you may wait longer if the available resources for that language experience unexpected demand. For rare languages it is sometimes helpful to call ahead and pre-schedule the session.

### **How many languages do you provide?**

We have interpreters in over 179 languages.

### **What if I do not know the language that I'll need the interpreter for?**

Our coordinators are trained to identify languages for our clients. Just let them know that you are not sure of the language and they will be able to assist you.

### **How many lines can be connected at one time?**

We can connect up to 6 parties at a time.

### **Is this consecutive or simultaneous interpreting?**

Telephonic interpreters are consecutive interpreters, which means the interpreter only interprets after you have completed a thought, then the LEP responds, and so on. Simultaneous interpreters interpret while you are speaking, which does not work effectively via telephone because two parties speaking at once is often inaudible.

### **When does the charge for the call begin?**

As soon as the interpreter is connected to the line and communication is established.

### **What do I do when the interpreter is connected to the call?**

You should immediately take control of the call. You may start by introducing yourself, briefly explaining the nature of the call to the interpreter, and requesting that the interpreter say a few words to the LEP to ensure that they are able to communicate. Next, you should begin speaking to the LEP in the FIRST person, as if the interpreter was not there.

CORRECT: "Hello, my name is John. How can I help you today?"

INCORRECT: "Tell her my name is John and ask her what I can do to help her."

Pause at the end of a thought to allow the interpreter to interpret.

### **Can I just tell the interpreter what questions to ask?**

No. The interpreter will interpret what you say as if the interpreter was you. Interpreters do not serve as third party agents, but are there only to communicate your words directly. They should not add, edit or omit anything that you say.

### **Can the interpreter answer the questions for my client themselves?**

No. The interpreter is here only to facilitate communication between the LEP and the English-speaker. The interpreter will not supply the answers for the LEP.

### **Can I ask for a particular interpreter?**

Let the coordinator know the interpreter's ID and he or she will be connected to your call if available.

### **What if I have a problem with an interpreter?**

End the call, redial and ask to speak to a Supervisor. You should explain the details of the problem and provide the interpreter's ID and time of call. The Supervisor will immediately connect you with a different interpreter. The Supervisor will relay the information to the Quality Assurance Department. If a supervisor is unavailable, you can inform a coordinator, who will forward the details to the supervisor.

### **What do I do when the call is finished?**

You can simply hang up. The charge will be completed when you disconnect the line.

### **How do you guarantee the quality of the interpreter?**

Each resume is thoroughly assessed by our Quality Assurance Department. Once an interpreter is approved they go through an orientation program. Our interpreters go through an evaluation process where their calls are monitored by our Quality Assurance Team.

### **Do interpreters know specific terminology?**

We have trained interpreters ready for your calls, whether they are medical, legal or technical. These interpreters have access to a wide variety of glossaries and dictionaries. However, keep in mind that at times the interpreter might not be familiar with a term. Since we train our interpreters to interpret everything accurately, in such a situation they might need to request permission to consult a term. Interpreters should not guess; hence, expect them to occasionally request repetitions and clarifications.