

How To Work Effectively With an Interpreter?

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INGCO International

- › Founded by Ingrid Christensen in 2006
- › Based in Minneapolis, MN
- › Specializes in Translation, Interpreting, Voiceover, Subtitles, Localization + Global Marketing
- › 200+ language pairs



What is Interpreting?

Interpretation means the “unrehearsed transmission of a message from one language to another.”

Interpreting is spoken, translation is written.

There are not always “certification” requirements for interpreters but if you work with a reputable agency, they will ensure that your interpreter has the necessary skills. Some agencies require certifications to work with specific clients.



Types of Interpreting

Simultaneous

Interpreter memorizes message in source language and simultaneously speaks in target language.

Consecutive

Back and forth conversational style. Speakers stop at the end of a thought and interpreter renders into target language.

Over-the-Phone (OPI)

Conference call between individuals who speak different languages and a third-party interpreter; on-demand or scheduled.

Video-Remote (VRI)

Video conference between individuals who speak different languages and a third-party interpreter using Zoom, Google Meet, Microsoft Teams, etc.; on-demand or scheduled.

What Interpreters Do

Interpreters will:

- › Listen, understand, and summarize the message
- › Retain the intent of the message
- › Recreate the exact message in the target language
- › Do all of this while speaking and listening for the next phrase

Interpreters will not:

- › Explain what you mean
- › Provide explanation, guidance, or advice
- › Tell you when cultural nuances are going unnoticed
- › Indicate when the conversation is unraveling or mediate to get back on track

Why?

- “... interpreter is required to interpret the source material without editing, summarizing, deleting or adding ...”
- Code of Professional Responsibility does not allow the spoken language interpreter to do anything but be a conduit of information, a bridge between the limited-English speaker and the English speaker.





Do I need to use an interpreter?

If your clients or their insurance companies speak another language, **yes.**

Serves as a neutral third-party that interprets message without editing, summarizing, deleting or adding.

Reduces liability by ensuring appropriate utilization and adhering to compliance requirements.

Provides quality services and creates a better customer experience.

Fosters clear, inclusive communication between you and your client.

Improves efficiency and outcomes by engaging professionals, rather than co-workers, friends, or family.

“It’s easier to use a family member or coworker.”

- Data privacy
- No release of information
- Untrained & unprepared
- Outside their role



Minnesota Administrative Rules CHAPTER 5220, REHABILITATION AND COMPENSATION

5220.1802 COMMUNICATIONS

Subp. 5. **Data privacy.**

A rehabilitation provider must comply with Minnesota Statutes, chapters 175 and 176, the rules adopted under those chapters, Code of Federal Regulations, title 42, part 2, Minnesota Statutes, sections 129A.05; 144.291 to 144.298; 144.651; 147.091; 181.954; 181.960; 268A.05; 363A.20, subdivision 8; and 595.02, as applicable, and all other applicable data privacy laws.

A rehabilitation provider shall not engage in communications with health care providers about an employee without the written consent of the employee.

A rehabilitation provider shall safeguard and maintain under conditions of security all information obtained in the course of providing rehabilitation consultation and services and shall limit records access to those parties for whom access is prescribed by Minnesota Statutes, section 176.102, subdivision 7, this chapter, or other applicable law.

When permitted by data privacy laws, disclosure of information obtained in the course of providing rehabilitation services is restricted to what is necessary, verified, and relevant to implementation of the rehabilitation plan.

A rehabilitation provider shall request only the information and data that will assist the parties in developing and carrying out the rehabilitation plan.

5220.1801 PROFESSIONAL CONDUCT.

Subp. 9. **Prohibited conduct.**

The conditions and restrictions of practice as a rehabilitation provider are contained in parts 5220.0100 to 5220.1900 and Minnesota Statutes, section 176.102. The following conduct is specifically prohibited and is also grounds for discipline:

E. Failure or inability to perform professional rehabilitation services with reasonable skill because of negligence, habits, or other cause, including the failure of a qualified rehabilitation consultant to monitor a vendor or qualified rehabilitation consultant intern, or the failure of a rehabilitation provider to adequately monitor the performance of services provided by a person working at the rehabilitation provider's direction.



Untrained & Unprepared

Interpreters are trained professionals.

- Language skills
- Medical, legal and Workers Compensation vocabulary
- Roles and responsibilities



Outside Their Role

- Emotional stress and trauma increases for children when being forced or asked to serve as an interpreter. While some children feel honored to take on these roles, it misplaces the position of the family relationship.
- We have a special duty to uphold the parent/child relationship and to not cause undue stress.
- Family deserves to be family.



“I speak Spanish... can I interpret for my client?”

- The short answer? No.

A QRC or placement counselor should NEVER act as an interpreter; an interpreter is a trained professional just like a QRC or a doctor and should not assume the role of interpreter. In addition, there are privacy concerns.

“What do I do when the interpreter doesn't interpret?”

- By far, this is the biggest complaint:
 - Interpreter adds information
 - Long conversation between client and interpreter, yet interpreter responds with a “yes” or “no”
- Solve it by instructing the interpreter to interpret all of the information; request a different interpreter if the issue continues

“By law, what institutions are required to provide an interpreter?”

- A medical facility that receives Medicaid reimbursement is required to provide an interpreter when requested; there are no minimum qualification requirements for the interpreter.
- Remember the interpreter is hired by the medical facility to interpret for facility staff, not for the QRC.

“It takes too long... do I really need an interpreter?”

- Ask the client
 - In their own language
 - Utilizing a neutral person
 - After brief conversation



“The insurer won’t pay to translate the progress reports... can I just put it into Google Translate?”

- No. Google Translate, depending on the language, is about 30% accurate. Your responsibility is to make sure your client understands the reports, thus 30% is not fulfilling that responsibility.
- In addition, many limited-English speakers do not read or write. The best practice is to meet with your client, either in person, over the phone or video and read it out loud so the interpreter can interpret the document.

Minnesota Languages

Abkhazain, Afar, Afghan, Afrikaans, Albanian, American Indian, Amharic, Arabic, Armenian, Assamese, Aymara, Azerbaijani, Basque, Bashkir, Bengali, Bhutani, Bihari, Bislama, Bosnian, Breton, Bulgarian, Burmese, Byelorussian, Cantonese, Catalan, Cebuano, Chippewa, Chinese, Corsican, Croatian, Cutchi, Czech, Dakotah, Danish, Dari, Dutch, Farsi, English, English (Creolized), Eritrean, Estonian, Faroese, Farsi (Persian), Fiji, Finnish, French Canadian, Frisian, Galician, Georgian, German, Greek, Greenlandic, Guarani, Gujarati, Hausa, Hawaiian, Hebrew, Hindi, Hmong, Hungarian, Ibo, Icelandic, Indonesian, Interlingue, Inupiak, Interlingua, Inuktitut, Irish, Italian, Japanese, Javanese, Kannada, Karen, Kashmiri, Kazakh, Khmer (Cambodian), Kirghiz, Kirundi, Kinyarwanda, Krahn, Korean, Kurdish, Lao, Lebanese, Latin, Latvian Lettish, Lingala, Lithuanian, Malay, Macedonian, Malagasy, Mandarin, Mandinka, Maori, Marathi, Maltese, Malayalam, Moldavian, Mongolian, Nauru, Nepali, Norwegian, Nuer, Occitan, Ojibway, Oriya, Oromo, Pashto, Polish, Portuguese, Punjabi, Quechua, Rhaeto-romance, Romanian, Russian, Samoan, Sangho, Sanskrit, Scots Gaelic, Serbian, Sesotho, Setswana, Shona, Singhalese, Sindhi, Siswati, Slovak, Slovenian, Spanish, Somali, Sudanese, Swahili, Swedish, Tagalog, Tajik, Tonga, Tamil, Tatar, Telugu, Thai, Tibetan, Tigrinya, Tsonga, Turkmen, Turkish, Twi, Uigur, Ukrainian, Urdu, Uzbek, Vietnamese, Volapuk, Wolof, Welsh, Xhosa, Yiddish, Yoruba, Zhuang, Zulu



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