

Engaging Interpreters in Workers Comp Cases



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Hello!

Today, we'll cover:

- › Get to Know INGCO International
- › What's interpreting?
- › What do interpreters do?
- › Do I need an interpreter?
- › How do I get started?
- › Q&A



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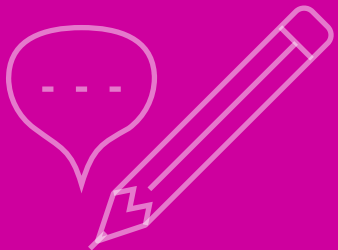
INGCO International

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

Interpreting is the unrehearsed
transmission of a message from
one language to another.

Translation

- › Written word
- › Documents
- › Print materials
- › Websites



VS.

Interpreting

- › Spoken word
- › Face-to-face
- › Over the phone
- › Virtual
- › Conference/event



Types of Interpreting



Simultaneous

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



Over-the-Phone (OPI)

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



Consecutive

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



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



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.

Medical facilities that receive Medicaid reimbursement are required to provide an interpreter when requested.

The interpreter is hired by the medical facility, not the QRC.



But it's so much easier to use a family member... or a co-worker.



- › Data privacy issues
- › No release of information
- › Untrained and unprepared
- › Outside of their role

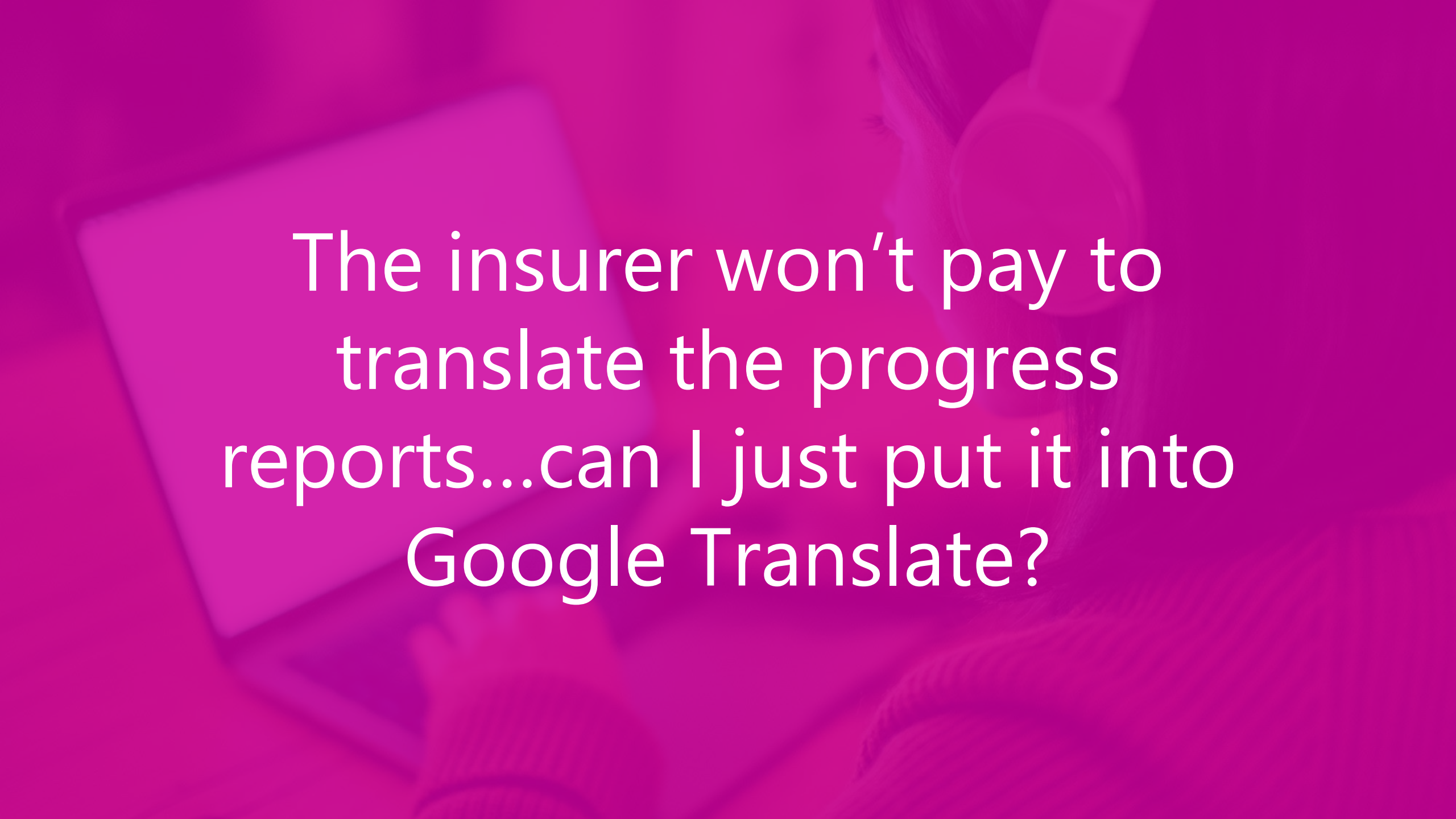


What if I speak the target language?



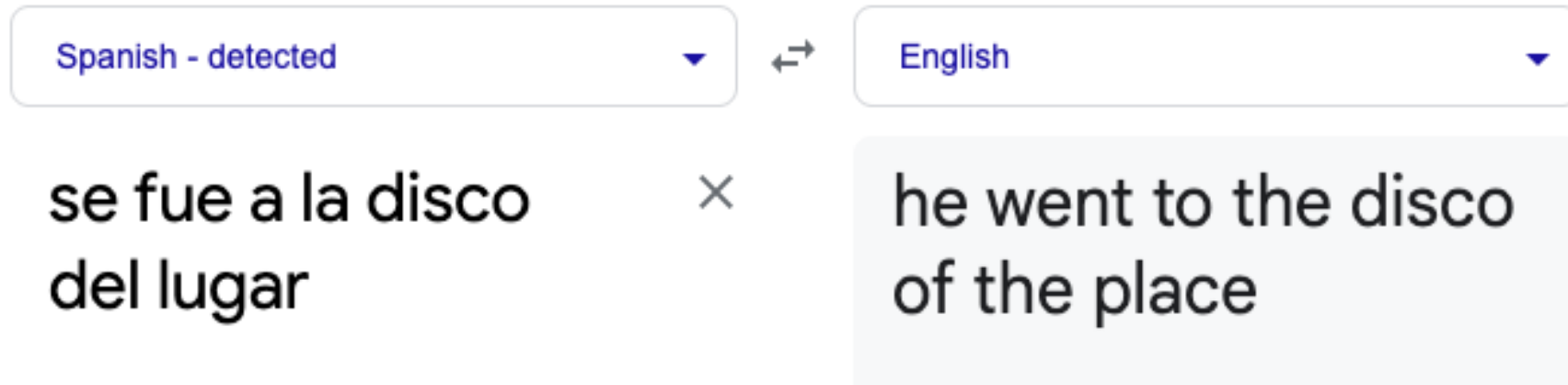
- › A QRC or placement counselor should NEVER act as an interpreter.
- › An interpreter is a trained professional just like a QRC or a doctor and should not assume the role of interpreter.
- › In addition, there are privacy concerns.





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

Google Translate



- › Google Translate is about 30% accurate, depending on the language.
- › It's your responsibility to make sure your client understands (30% accuracy isn't sufficient!)
- › Many limited-English speakers don't read or write, so the best practice is to meet with your client and read out loud to them so the interpreter can interpret accurately.

Real-Life Example

Insurance company didn't know
interpreter was involved; refused
to pay.

It takes too long. Do I really need an interpreter?

Ask your client.

- › In their language
- › Utilizing a neutral party
- › After a brief conversation



LET'S CONNECT

Reach out to learn more!



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