

HEALTHCARE INTERPRETING STATEMENT

Has medical staff ever questioned the accuracy of an interpreter?

Have you had a patient claim that the interpreter never fully conveyed everything he said?

Have you ever had an interpreter accused of coaching or giving legal advice to a patient?

Have issues like these led to further complications, lack of trust, or even lawsuits?

Challenge

Finding certified, highly qualified, dependable, professional interpreters often seems to be the holy grail of interpretation. Insurance companies and medical facilities lose money every time an appointment is missed. Miscommunications often lead to mistrust and expensive lawsuits.

The problem is that there is no legal requirement or standard established for healthcare interpreters. The quality of service can be so random and unpredictable. Sadly, the priority for most companies is to simply provide coverage for the assignments with qualifications as only an afterthought. The result is that highly trained, educated interpreters are likely to be called only if the cheaper, untrained bilingual person is unavailable.

Consider a solution that can dramatically improve the quality of your interpreting service.

Opportunity

- Our diverse team of capable healthcare interpreters practice in any setting you require
- We are dedicated to practicing the craft of interpreting and its requirement to render with clarity and accuracy
- We commit to excellence and creating a superior client experience
- We faithfully interpret what is stated, without filtering, summarizing, or editing
- We are unbiased and impartial
- We are cool, calm and collected in dealing with stressful situations that can arise in interpreting

What We Do Different

We have spent many years learning from healthcare and insurance professionals in order to identify their biggest concerns. Our primary goal has been to develop a successful solution to these issues. That has been at the core of all our business decisions.

Communication: Our determination is to respond as quickly as possible to our clients and provide them with answers they seek. There is nothing worse than to spend your valuable time waiting on hold only to find someone that has no answers.

Qualifying: Every interpreter working with our team is personally interviewed. Their interpreting abilities are assessed and an in-depth ethics discussion are considered.

Whenever possible, we contract with certified healthcare or medical interpreters (CHI™ or CMI) interpreters. If they aren't available, we contract qualified, professional interpreters.

Quality Control: We dedicate time to follow up with clients and ask for critical feedback. No company is perfect, but we constantly strive to recognize our weaknesses so improvements can be made. Issues that are identified become part of our regular training program.

Training: On a regular basis, Alfonso Interpreting provides training that includes continuing education in terminology and ethics. We provide practice sessions on how to react to difficult situations as well.

Accountability: When mistakes are made, we make no excuses. We identify the problem, report back with a reason why, and a solution so that it isn't repeated. Our priority is to ensure your satisfaction with the solution.

Crisis Averted

With our prime focus on the most common glitches in the industry, we have helped other companies overcome many of the following issues:

- **Miscommunications:** Clear communication to avoid misunderstandings, unnecessary testing, or lawsuits
- **Missed appointments:** On-time service to avoid missed appointments
- **Lack of trust:** Avoid mistrust which leads claimants to seek legal representation by enabling clear communication
- **Inappropriate coaching of claimants:** Prevent additional medical or legal cost caused by inappropriate coaching or giving of advice
- **Customer service difficulties:** Great customer service by answering questions and quickly responding to needs

Benefits

- Consistent quality professional interpreters
- Dependable service
- Customized service
- Peace of mind
- Value

ELEGANT SOLUTIONS TO COMMON LANGUAGE PROBLEMS

ALFONSO INTERPRETING & TRANSPORTING, INC.

OFFICE: (864) 271-2954 | FAX: (864) 271-2955 | EMAIL: assignments@alfonsointerpreting.com

MAILING ADDRESS: P.O. Box 27309, Greenville, SC 29616 | STREET ADDRESS: 2320 E. North Street, Ste AA108, Greenville, SC 29607