

boostlingo

Buyers Guide

to Finding An On-Demand
Interpretation Partner



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Introduction

Whether you're building a language access plan or just looking for an easy way to speak with clients, finding the right on-demand interpretation partner is a pivotal decision for any organization striving to eliminate communication barriers.

If you were to go back ten years, most interpretation services were sourced from a local or national language service provider.

Hospitals, courts, schools, and other organizations relied on on-site interpreters and hired staff interpreters to cover the most common languages in their area.

And, of course, many of these organizations still rely on staff and agencies for on-site interpretation services today - but as the world has moved to virtual, more interpretation is done remotely through phone and video.

About half of interpreting now is done remotely.

This shift has expanded access to language services by connecting organizations to a much larger supply of interpreters worldwide. Organizations typically hire staff and partner with one or multiple language service providers for on-site and remote services. However, the constant drum of complaints relating to language access services shows that interpretation services are still a significant source of risk today.



Introduction

The stakes for providing interpretation services



The stakes for providing interpretation services

[Overview of Health Coverage and Care for Individuals with LEP](#)

As of 2021, 25.7 million people in the US had limited English proficiency. And an additional 11 million people in the US are considered Deaf or Hard of hearing. Altogether, there are over 350 spoken languages used in the US today.

[Remote vs Onsite Interpreting: The Post-pandemic Equilibrium](#)

How interpretation services are delivered has drastically changed since the pre-pandemic days. Remote interpreting used to account for 20% of all services. As of 2023, that number is 49% and growing.

[Section 1557 of the Patient Protection and Affordable Care Act](#)

The Office for Civil Rights (OCR) enforces Section 1557, preventing discrimination in covered health programs. Covered entities are required to provide language assistance services.

[IOM World Migration Report 2022](#)

Since 1990, world migration has exploded and shows no signs of slowing down. The US is the main destination for international immigration and boasts the largest migrant population in the world at 50.6M.

Introduction

Why do you need on-demand?

On-demand interpretation is a service that connects remote interpreters to requesters in real time. Instead of being scheduled and traveling to an appointment, interpreters can be dropped into a conversation via a phone or video call. Often within seconds of requesting. If you work in a field regulated by language access mandates, this is more than just a nice-to-have. It's an integral part of a well-thought-out compliance plan. Why's that?

It's impossible to be fully compliant with just onsite interpretation. Everyone, agencies included, has languages they can't cover locally. Furthermore, coverage of staff and agency interpreters is usually available only between 9am and 5pm.

What do you do if a patient speaking Haitian Creole comes into urgent care at 11 PM? Before on-demand interpretation, you did the best you could. This kind of scenario puts organizations at risk for not providing qualified language assistance and reduces their ability to provide quality care. On-demand remote interpretation gives you comprehensive coverage during all hours of the day and in many different languages. You can now ensure that there is never a language barrier.

While this is a powerful innovation for good, it's important to say that not all on-demand interpretation solutions are equal. This eBook will cover what to look for when selecting an on-demand interpretation partner.



Introduction

Key industries



Healthcare

In healthcare, the stakes couldn't be higher. The right interpretation service can literally save lives. It's not just about understanding symptoms; it's about communicating and building trust. Healthcare providers can offer accurate, confidential, and immediate language support with the right on-demand interpretation partner, ensuring compliance and improving care.

Legal

In the legal field, precision in language is a top priority. A misinterpreted word can change the outcome of a case. Legal professionals require interpreters who not only understand the language but grasp the legal terminology and its implications. On-demand interpretation can offer quick access to specialized legal interpreters in common and rare language pairs.

Non-profit

Non-profits work tirelessly to bridge gaps in their communities. On-demand interpretation enables these organizations to expand their impact, communicate accurately, and serve more people. It's a tool that amplifies missions and removes language barriers while being a cost-effective alternative to on-site services.

Identify your unique needs

Selecting the right on-demand interpretation partner is a pivotal decision for any organization looking to be compliant and eliminate communication barriers. This choice impacts the efficiency of your operations and the depth of interactions with those you serve. The right solution helps you communicate across language barriers and aligns with your organizational goals, workflows, and challenges.

What industries?

- Healthcare
- Telehealth
- Legal
- Nonprofit
- Business
- Education
- Government

What are they looking for?

- Wide range of languages
- Accurate interpretation
- Understanding of industry jargon and nuances
- Quick connection times
- Confidentiality and compliance
- Scalability
- Ease of use of technology
- Integrations
- Analytics
- Cost-effectiveness



Identify your unique needs

By industry



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Healthcare

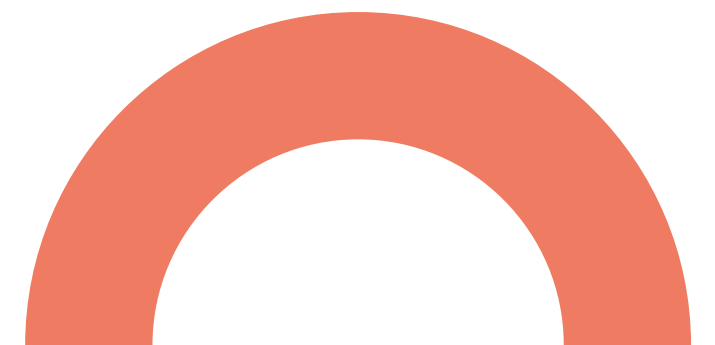
Needs an easy to deploy solution that offers accuracy and speed, given the high stakes of medical communication. Compliance with healthcare regulations, such as HIPAA in the United States, is non-negotiable.

Legal

Seeks precision and expertise in legal terminology across multiple languages. The solution must provide interpreters knowledgeable in legal terminology and jargon, and the nuances of legal settings.

Non-profit

Looks for accessibility and cost-effectiveness to reach diverse communities without straining limited budgets. Solutions offer a wide range of languages to support various operations and community services.



Identify your unique needs

Evaluate key
features



Things to look for in an on-demand partner

- **Range of Services:** Ensure the partner offers both phone and video interpretation to cater to different scenarios, both for scheduled and on-demand appointments.
- **Speed of Connection:** In urgent situations or last-minute encounters, quick connection times to the right interpreters can make a significant difference.
- **Language Coverage:** The solution must reliably support a comprehensive list of languages, including less commonly spoken languages.
- **Quality and Accuracy:** High-quality, accurate interpretation is essential. Look for a partner with minimum training and experience requirements in line with industry standards and offers qualified interpreters with specializations.

Identify your unique needs

Evaluate key
features



Things to look for in an on-demand partner

- **Remote Expertise:** Remote interpreting comes with a unique set of challenges and required skills compared to on-site. A good on-demand partner has protocols and training specific to its remote workforce.
- **Compliance and Confidentiality:** An on-demand partner's interpreters and technology should adhere to legal regulations and standards, ensuring secure and private communications.
- **Technology:** The ideal solution should easily integrate with your existing devices, solutions, and workflows. It should be easy to use and track usage.
- **Support:** Responsive, 24/7 customer support and dedicated account management help address issues promptly and partner with you on the success of your language support.

Identify your unique needs

Ask the right
questions



Before committing, ask these questions

- How will my organization access your services?
- What kind of support can we expect during and after implementation?
- What are the average connections time for the language(s) you need?
- What is your success rate in filling requests for interpreters?
- How do you ensure coverage for rare languages?
- How do you monitor and ensure the quality of interpretation? What mechanisms are in place for feedback?
- Can your solution integrate with our existing tech stack?
- How do you ensure privacy and security?
- Does your service track and provide insights into call usage?
- How is your pricing model structured?

Things to ask for

- Language list with breakdown of OPI, VRI, and 24/7 availability
- Interpreter qualifications and training
- References from existing customers

Success Stories

Children's Hospital

A children's hospital in Canada relied on staff interpreters and outside agencies, often booking these services weeks in advance. They were usually unavailable or canceled at the last minute. They couldn't reliably care for diverse patients, putting a financial strain on the hospital. After implementing on-demand interpretation, they reduced language complaints from several a week to a few a year.

Refugee Resettlement

A resettlement agency was overwhelmed when a large population of Afghan refugees entered their community. Their staff interpreters needed help to support the new amount of casework. With on-demand interpretation, they set up every one of their case workers and partners with mobile access to interpreters. On-demand allowed them to focus on their mission.

School System

After an influx of migrants into their community, Las Cruces Public Schools needed help to support families speaking languages besides Spanish or English. Hiring full-time interpreters for each language didn't make sense due to the small need, but access to these services was essential for communication. With on-demand interpretation, they now have interpreters available at all schools.



Conclusion

Communicate without barriers



In your search for an on-demand interpretation partner, look at this service as a tool and an essential part of your ability to communicate with those you serve. On-demand helps you ensure that regardless of language, you can provide services and not worry about language barriers.

Providing language access is a massive challenge in the United States, with over 25 million people navigating their daily lives with limited English proficiency. And there are over 11 million individuals who are Deaf or Hard of hearing. These numbers are not static; they represent growing segments of our population.

In this landscape, consider Boostlingo On-Demand as a partner.

Trusted by thousands of organizations worldwide, Boostlingo stands out with its unparalleled network of remote interpreters, the Boostlingo Hub, pooled together from over 40 language service partners. This collaborative model is the cornerstone of our solution, ensuring comprehensive language coverage, fast connection times, and unmatched fill rates.

Boostlingo is proud to have co-authors of 'The Remote Interpreter' textbook—a pioneering effort in our industry—on its team. It's a key resource that enabled the implementation of new benchmarks and remote interpreting best practices for the Boostlingo Hub.

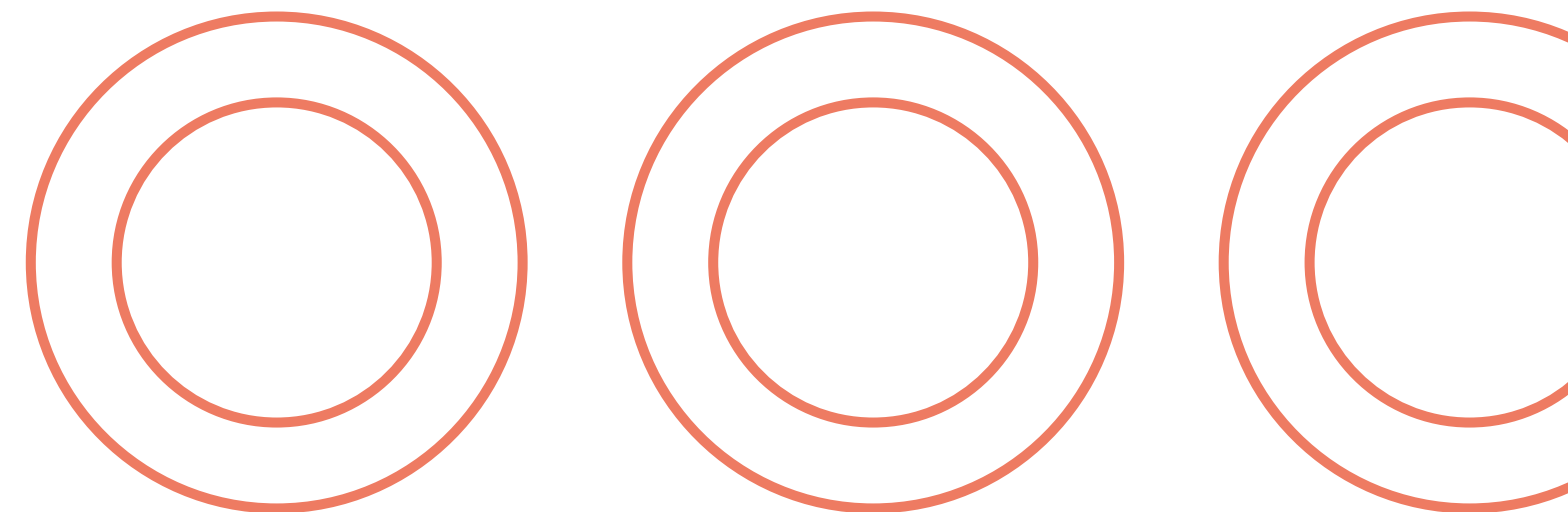
Conclusion

Communicate
without barriers

Partnering with Boostlingo means our network is literally at your fingertips. Boostlingo technology is flexible and powered by intelligent routing, making it easy for anyone to connect to the right interpreter when, where, and how they need it.

You'll be supported along your journey by our Account Management and Support teams; Boostlingo is not just a service but a partner in language access.

Together, we can expand language access and enable your organization to meet the needs of the individuals it serves.



*“The time to connect to an interpreter,
the ease of use of the app and the
phone, and just how much more
service and quality we're providing for
that, there is no comparison.”*



Appendix

Glossary, FAQ, and Resources

Video remote interpreting services are conducted over a video platform when the interpreter or at least one participant is in a remote location. The user initiates a video call with an interpreter as he or she starts an encounter with the other participant.

Over the phone interpreting is an audio-only interpretation service conducted over the phone (or on an internet-connected device such as a computer or tablet) when the interpreter or the participant is in another location.

Is Boostlingo On-Demand secure and confidential? Boostlingo On-Demand is SOC 2 Type II and HIPAA compliant to protect users' and their information's privacy. Our professional ethical standards oblige interpreters to maintain confidentiality and impartiality throughout interpreting sessions.

- [Customer case studies](#)
- [A comprehensive guide to interpretation services](#)
- [What is an Interpretation Management System?](#)
- [I need event interpretation services](#)
- [Remote Interpreter Textbook](#)
- [What is the Boostlingo Hub?](#)



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**Ready to communicate
without barriers?**

Speak to our team today.

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