

# Transforming Language Services for Enterprise Healthcare

A comprehensive guide to specializations, protocols, quality, and capacity of Boostlingo Interpreters.



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# 01 / Overview of Boostlingo Hub

## A Network Built on Quality

In our interconnected global landscape, effective communication across language barriers is vital. Boostlingo Hub stands at the forefront, powering multilingual interactions with ease. Emerging in 2017 as the Boostlingo Professional Interpreter Network (BPIN), Boostlingo Hub has grown into an industry leader. Our goal? Provide a comprehensive solution for all language service needs, supported by top-tier language professionals.

We tackled a key challenge head-on: maintaining high-quality service across a global remote workforce. Partnering with leading Language Service Providers (LSPs), we've established rigorous qualification standards that surpass industry norms, focusing on stringent industry ethics, advanced best practices, and legislative compliance. This dedication to excellence fuels our growth and shapes our future.

## Expertise: At Your Service

Access thousands of skilled interpreters and language professionals instantly. Our platform integrates Boostlingo On-Demand, Boostlingo Events, and pre-scheduled sessions. With over two dozen LSP partnerships, we've built a network of 17,000 interpreters worldwide, offering hard-to-find language combinations and specialized skills.

We offer general interpretation and specialized support, including medical interpreting, legal and court interpretation, American Sign Language (ASL) experts, and remote simultaneous interpreting (RSI). Our interpreters follow a strict code of conduct, adhering to ethical standards and essential certifications like HIPAA.

## Beyond Interpretation: Expanded Language Services

Boostlingo Hub now offers expanded language services, including professional translations, voiceover services, cultural localization, certified notarizations, dubbing, and subtitling. Language Service Providers can use Boostlingo Hub to expand their offerings and meet diverse client needs. Soon, access all services directly through the Boostlingo app.

Join us in shaping the future of global communication. With Boostlingo Hub, language differences become opportunities for connection.



## The Boostlingo Hub has the following kinds of professional interpreters:

1. General Crowd Interpreters
2. Specialized Interpreters
  - Medical
  - Legal
  - Court
  - Remote Simultaneous
  - Sign Language

Boostlingo Hub Interpreters follow a strict code of conduct and the ethics for each area of specialization.

The Boostlingo Hub has a robust quality assurance and compliance program.

## Boostlingo Hub Minimum Interpreter Requirements

- 3 years of demonstrated interpreting experience.
- Signed Boostlingo Hub Code of Conduct
- Proof of language proficiency in all working languages

*(Note: \*For languages of lesser diffusion, Boostlingo evaluates qualifications on a case-by-case basis)*

## 02 / Medical Interpreters

In addition to the minimum interpreter requirements, Boostlingo Hub also provides interpreters specialized in medical, legal, court, sign language and remote simultaneous interpreting (RSI).

Specialized interpreters may possess national or state-level medical and legal certification. Boostlingo verifies, as is appropriate, the interpreter's credentials by confirming experience and vetting the interpreter's education and training to ensure they are qualified for the types of assignments our clients need. Medically-specialized interpreters in Boostlingo Hub possess the following qualifications:

### Medically-Specialized Interpreters

**Boostlingo Hub Interpreters with the Medical Specialization, in addition to our baseline requirements, must possess:**

- Annual proof of HIPAA-compliance training
- A minimum of 40 or 60 hour basic medical interpreter training including medical terminology training.

*Boostlingo Hub medically specialized interpreters must also be familiar with and adhere to the appropriate code of ethics and standards of practice for the geographic region where the interpreting session takes place.*

- **UNITED STATES:** NCIHC Code of Ethics and NCIHC Standards of Practice
- **CANADA:** HIN, National Standard Guide for Community Interpreting Services
- **AUSTRALIA:** AUSIT Code of Ethics and Code of Conduct
- **UNITED KINGDOM:** ITI Code of Professional Conduct





## 03 / Sign Language Interpreters

Sign language sessions are filled by qualified American Sign Language (ASL) interpreters. Boostlingo Hub can fulfill requests for other sign languages, such as British or Mexican Sign Language as prescheduled sessions.

### American Sign Language (ASL) Interpreters

#### Boostlingo Hub American Sign Language Interpreters:

- National certification through the Registry of Interpreters for the Deaf (RID) which includes Certified deaf interpreters (CDI).
- All US nationally certified interpreters must meet all the requirements to maintain certification and should certification lapse, Boostlingo must be informed.
- RID certified interpreters, adhere to the RID Code of Professional Conduct.
- Boostlingo also accepts the BEI (Board for Evaluation of Interpreters) certification for US-based sign language interpreters.
- Valid state-issued sign language interpreter license where required.

*Boostlingo Hub sign language specialized interpreters must also be familiar with and adhere to the appropriate code of ethics and standards of practice for the geographic region where the interpreting session takes place.*

- **UNITED STATES:** NAD-TID Code of Professional Conduct
- **CANADA:** AVLIC Code of Ethics and Guidelines for Professional Conduct



## 04 / Protocols & Preparedness

### Boostlingo Hub Interpreter Protocols

Interpreting protocols refer to actions the interpreter takes to facilitate the interpretation process. Those actions vary depending on whether the session is for OPI/VRI or RSI, and whether it is for spoken language or sign language interpreting.

**Boostlingo Hub interpreters are required to use the following protocols:**

- Professional Introduction and Closing Scripts given to each participant in their language.
- Use of First-Person Interpretation, with allowable exceptions for third person as needed.
- Interventions to overcome a barrier to communication. Interpreters occasionally must interrupt a session to problem solve a barrier to communication. To maintain transparency the interpreter informs all parties what is said, including what the interpreter says when they intervene to solve a problem.

### For Example

#### Requesting clarification:

*(to the participant you just interpreted for)*

**The agent used a term the interpreter is not familiar with. I will ask the agent to clarify what it means.**

*(to the agent)*

**As the interpreter, I'm not familiar with the term "face amount." Could you please clarify what it means?**

### Boostlingo Hub Interpreter Workplace & Technology Checklists

Boostlingo Hub interpreters use checklists to ensure they are fully ready to interpret remotely. The checklists include:

- Computer and related equipment and connectivity requirements
- Equipment maintenance
- Onscreen and camera etiquette
- Basic introduction and closing scripts
- Language resources / glossaries
- Boostlingo platform steps



## 05 / Quality Assurance

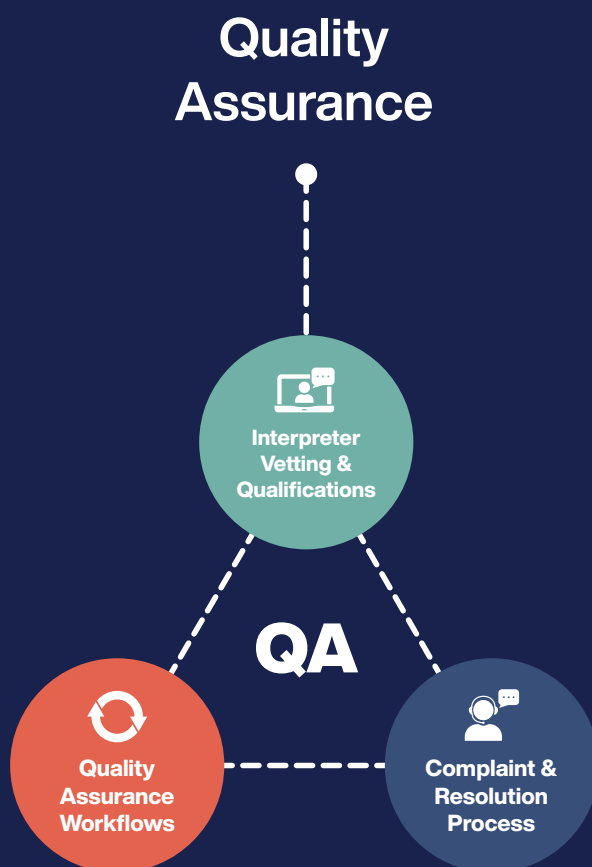
### Interpreter Vetting & Quality Assurance Compliance

Our commitment to quality means we thoroughly review and verify all interpreter documentation before they are added to the interpreter pool.

All interpreters must show at least 3 years of experience in their specialization, proof of language proficiency in all working languages, and sign and agree to adhere to the Boostlingo Code of Conduct for Interpreters. Any additional education and training requirements such as annual HIPAA compliance training and passing a background check may be required based on the interpreter's specialization.

To ensure ongoing accuracy and excellence, we have implemented a robust quality assurance process. We regularly listen to interpretation calls to assess performance and evaluate each interpreter using a comprehensive scorecard that measures various aspects of their performance and professionalism. Our quality assurance process also includes daily testing, grievance procedures, and immediate corrective actions for any identified issues. Additionally, we conduct periodic interpreter audits to ensure compliance with our quality standards.

This multi-faceted approach to quality assurance helps us deliver the highest quality interpretation services whenever you need them, ensuring consistency, accuracy, and professionalism in every interaction.





# 06 / Capacity Planning

## Intelligent Routing Operations

Boostlingo Hub assigns interpreters with our advanced routing system, designed to swiftly connect each request with the most suitable interpreter. When a language assistance request arrives, our system evaluates:

1. The specific language required
2. Any specialized needs (e.g., medical, legal or ASL specializations)
3. Real-time interpreter availability across our network

Within seconds, our system processes this information and connects the requester to the best-matched interpreter available in Boostlingo Hub.

This multi-tiered approach provides exceptional operational flexibility, allowing us to handle a wide range of languages and specialties. From common requests to languages of lesser diffusion, and from routine interactions to complex consultations, our robust system maintains high-quality service even during unexpected demand surges.

## Strategic Capacity Planning

To optimize our routing system, we run sophisticated capacity planning. Our integrated software continuously monitors language requests, providing real-time insights into demand patterns. This allows us to rapidly adjust interpreter allocation to meet current needs.

Moreover, we use advanced data analytics to forecast future language service requirements. By analyzing trends in our extensive dataset, we can anticipate upcoming needs for specific languages or specialties. This foresight enables us to work with our LSP partners to proactively expand our interpreter resources in targeted areas before demand peaks.

This strategic approach to capacity planning, combined with our intelligent routing operations, ensures Boostlingo Hub provides reliable, high-quality language assistance consistently. Whether handling day-to-day interpretation needs or facing unexpected demand spikes, our system connects you with qualified interpreters promptly and efficiently.



# 07 / Interpreter Professional Development

## Boostlingo Learn

- Boostlingo is dedicated to delivering high-quality remote interpreting in healthcare. We now offer high-quality training developed by industry veterans for both our internal network and clients, ensuring excellence in medical interpreting.

### Boostlingo Hub Interpreters have access to:

- Platform Badge Certificate Program
- Continuing Education
- Healthcare Specialization
  - U.S. and Canadian healthcare systems
  - Medical terminology
  - Complex settings (e.g., mental health)

### Resources for Clients and LSPs

#### Healthcare providers and Language Service Providers using our platform can utilize:

- Flexible learning options
- Self-paced online courses
- Customizable training modules

**Boostlingo Learn is a new program, launching in beta in late 2024 and fully available in 2025.**



#### Foundational Remote Interpreter Skills

- Healthcare Interpreting
- Remote Interpreting



#### Platform Verified Certificates



#### Coming Soon: HIPAA and Fraud, Waste & Abuse



#### Specialized Skills Courses

- Advanced Medical
- Application of Ethics



#### Professional Development

- Terminology
- Knowledge Base



#### Partner-specific Training

- Custom resources
- Interpreter coaching

