

## FREQUENTLY ASKED QUESTIONS FOR ASCs



## FAQ - QUICK REFERENCE GUIDE

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## AKORBI FAQs

### WHY WOULD WE NEED INTERPRETATION SERVICES?

According to Section 1557 of the Affordable Care Act, medical entities that receive funding from the Department of Health and Human Services (HHS) must provide reasonable communication access to non-English speaking, hearing and visually impaired patients. It is strongly recommended that these medical entities have a language service program in place. For more information on this legislation, please click here: <http://www.natlawreview.com/article/affordable-care-act-section-1557-new-rule-new-requirements-healthcare-providers>.

### WHAT TYPES OF INTERPRETATION SERVICES DOES AKORBI OFFER?

- Telephonic Interpretation
- Video remote Interpretation
- On-site Interpretation
- Mobile Interpretation

### HOW DO WE ACCESS THESE INTERPRETATION SERVICES?

- Telephonic- on demand, just dial in on a dedicated telephone number
- Video- access from computer, laptop, tablet or smartphone
- On-site- Pre-schedule via portal, phone or email
- Mobile Interpretation - Using Akorbi's new ADAPT Platform, clients will be able to access interpretation services with a touch of a button on their smart phones and tablets.

### HOW LONG DOES IT TAKE TO SET UP MY ACCOUNT TO HAVE ACCESS TO LANGUAGE SUPPORT SERVICES?

Once the service agreement has been returned your account, it will be active within 24 to 48 hours. You will receive material outlining the process of how to access the language services.

### DO YOUR INTERPRETERS HAVE A MEDICAL BACKGROUND AND UNDERSTAND HEALTHCARE?

Yes- our interpreters have extensive experience in healthcare settings. Akorbi interpreters must have a minimum of 3 years providing professional interpretation in the healthcare arena.

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### ARE YOUR INTERPRETERS TRAINED IN OUR INDUSTRY TERMINOLOGY?

Our interpreters have extensive experience in tailoring their interpretations to our clients' needs. We partner with industry experts who provide our interpreters with specialized training in medical, court, insurance, financial and other industry-specific terminology. Our interpreters must be familiar with police and 9-1-1 procedures, and also demonstrate excellent customer service skills.

If you use specialized terminology, discuss this with our Account Manager or our Customer Service department. We may request that you provide us with additional information to help our interpreters familiarize themselves with your industry.

### HOW MANY LANGUAGES DOES AKORBI SUPPORT FOR BOTH TRANSLATION AND INTERPRETATION?

Over 170 languages.

### WILL WE BE ABLE TO REVIEW SERVICES USED AND HAVE ACCESS TO THIS DATA?

Yes. This can be done for our Interpretation & Translations services. Your center will have access to a user-friendly, secure online portal where you can view detailed usage data as well as a variety of printable reports.

### HOW WILL OUR PATIENTS KNOW THAT THESE SERVICES ARE AVAILABLE?

Akorbi will provide a printable poster that communicates available interpretation assistance in the top 15 languages in your state that will be viewable to your patients inside your facility. In addition, Akorbi will localize the same information to your website.



## AKORBI FAQs

### WHAT OTHER ALTERNATE FORMATS DOES AKORBI OFFER?

Some of the services provided include, but are not limited to, the following:

- Braille
- Large print
- Transcription
- Remediation
- Audio Recording

### HOW SOON WILL WE BE CONNECTED TO AN INTERPRETER?

For most calls, we can connect you to a qualified interpreter within thirty seconds. All we need is your account ID and the desired language. The connection time for languages that are requested less frequently may be slightly longer. We are able to accommodate most requests quickly from our patent pending platform (ADAPT).

- Telephonically- within 30 seconds or less on average
- Video- within 60 second or less on average

### HOW WILL MY CENTER BE CHARGED?

Interpretation services are on demand. Telephonic and video are billed by the minute and on-site is billed by the assignment. Centers will be invoiced monthly (see "How do you bill for this service?").

### WHAT IS INTERPRETATION?

Interpretation is the oral transmission of a message from one language into another language. Akorbi provides accurate and reliable first-person interpretation, accommodating the country of origin, cultural nuances and the speaker's level of education. Our interpreters analyze the original message and select words that most accurately convey the true meaning of what is said.

### WHAT IS THE DIFFERENCE BETWEEN TRANSLATION AND INTERPRETATION?

The difference between translation and interpretation is that the translator conveys the meaning of the source in writing while the interpreter conveys the meaning orally.

### ARE TELEPHONIC AND OVER-THE-PHONE (OPI) INTERPRETATION THE SAME?

Yes, they both refer to interpretation that occurs over-the-phone.

### HOW AM I CONNECTED TO AN INTERPRETER OVER-THE-PHONE?

You will simply dial a dedicated phone number and provide your account ID Number and the language you need through our automated technology. We will connect you to a qualified interpreter in seconds.

### WHAT IF I AM UNSURE ABOUT THE LANGUAGE I NEED?

Our customer service representatives can help you with that. You should also ask your client what country they are from, as that will help us pinpoint the correct language more quickly. We can provide Point-to-your-language posters and cards to help you identify the language your client speaks.

### WHAT IS LOCALIZATION?

Localization is the process of adapting a product or content to a specific locale or market. Translation is only one of several elements of the localization process. The aim of localization is to give the product/service the look and feel of having been created specifically for a target market, no matter their language, culture or location.

### WHEN CAN I REACH AN INTERPRETER?

Our telephone interpretation services are available year-round, including holidays: 24 hours a day, 7 days a week, 365 days a year.

### HOW DO I PRE-SCHEDULE INTERPRETERS FOR SPECIFIC PATIENT APPOINTMENT DAYS?

Call our customer service line 469-269-2370 and our Client Service representative will schedule your interpreter for the day and time needed.

## AKORBI FAQs

### WHAT SHOULD I DO WHEN THE INTERPRETER JOINS THE CONVERSATION ON THE PHONE?

Immediately introduce yourself to the interpreter and explain your reason for calling. Don't assume that the interpreter is familiar with your organization or its procedures. Take the lead by speaking directly to the Limited English Proficient (LEP) person as if he or she were an English speaker. Pause and allow the interpreter to relay your message. Group your thoughts or questions to help the conversation flow naturally and quickly. For example, ask for an address and telephone number in one question.

### WHAT SHOULD I DO TO FACILITATE THE INTERPRETATION OVER-THE-PHONE?

Remember to communicate directly with the LEP person, and avoid slang, jargon, acronyms or technical terms that may not interpret well into the other language or culture. You may have to clarify information that the LEP person does not readily understand. Our interpreters are trained to ask for clarification if you use a term that is not familiar to them.

### HOW DO YOU GUARANTEE CONFIDENTIALITY?

Each of our telephone interpreters signs a confidentiality agreement and is bound by a strict Code of Ethics, ensuring that all the information pertaining to the work we do for you remains strictly confidential. Additionally, our interpreters are required to adhere to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliancy standards.

### DO YOU MONITOR CALLS FOR QUALITY?

Yes, we regularly monitor calls to ensure interpreter quality and adherence to our Code of Ethics. We focus on the interpreter's performance, rather than the conversation itself.

### HOW CAN I FIND OUT THE INTERPRETER'S NAME?

The telephone interpreter will start the call by introducing him/herself, using a first name and ID number.

### HOW DO YOU BILL FOR THIS SERVICE?

Usage is billed in one-minute increments, and charges commence when the interpreter comes on the line. Your electronic billing statement will itemize the date, time and duration of the call, as well as the language, interpreter ID number, the personal code of the person who placed the call and our internal reference number and any data you would like collected at the time of the call.



## CONTACT US

### HOW CAN WE HELP?

#### CLIENT SUPPORT:

Debbie Carter  
*Director of Interpretations*  
dcarter@akorbi.com  
Direct: 214-256-9222 Ext. 8329

Akorbi Customer Service  
interpretation@akorbi.com  
Direct: 214-865-7716

#### GET STARTED WITH INTERPRETATION:

Mark Goldstein  
*Strategic Account Development*  
mgoldstein@akorbi.com  
Direct: 214-256-9222 Ext. 8366

Edward C Cavazos  
*Executive Vice President*  
ecavazos@akorbi.com  
Direct: 214-256-9222 Ext. 8384

#### GET STARTED WITH TRANSLATION:

Maria Clara Buzzini  
*Account Executive*  
cbuzzini@akorbi.com  
Direct: 214-256-9222 Ext. 8356

Catherin Newmann  
*Strategic Account Executive*  
cnewmann@akorbi.com  
Direct: 214-256-9222 Ext. 8326

### HEADQUARTERED IN THE UNITED STATES

#### CORPORATE OFFICES:

6504 International Parkway  
Suite 1500  
Plano, Texas - 75093, USA

Phone: 214.256.9222  
Toll Free: 877.425.6724  
Fax: 214-594-5908

#### CONNECT WITH US ONLINE:

 [www.akorbi.com](http://www.akorbi.com)

 @akorbiUS

 <https://www.linkedin.com/company/79387>

 @akorbi