



aia Translations

How to work with an interpreter on the phone

COMMON REASONS TELEPHONE INTERPRETERS ARE USED

- For a pre-arranged appointment (planned situations)
- For reminder calls for health appointments
- At short notice when a person presents at, or telephones the health service
- At short notice when a health service needs to contact a person with limited/no English language proficiency
- For after hours interpreting
- For medical emergencies
- In situations where an onsite interpreter is not available (eg. a rural or remote area).

Communication tips

- Clearly and briefly state the purpose of the session/ phone call to the person and the interpreter
- Use short sentences in plain English and speak directly to the person (eg. Mr ..., how can I help you?)
- Pause after two or three sentences to allow the interpreter to speak
- Allow the interpreter to clarify as he/she has no visual cues to assist
- Ensure you have covered everything you intended – there will be no chance after the interpreter hangs up
- Clearly indicate the end of the session to both the person and the interpreter.

OPI and VRI

We offer a split rate price for OPI and VRI. For OPI we separate Spanish and All Other Languages. VRI we look at Spoken Language and ASL. Billing starts once the interpreter is connected.

Per-Minute Pricing for Video Remote Interpreting Services

- Flat rate for All Spoken Languages \$3.2/minute
- Flat rate for American Sign Language (ASL) \$3.6/minute

There is a \$50 Monthly Recurring Maintenance Fee for Telephonic and Video Remote interpreter.

Per-Minute Pricing for Telephone Interpreting Services

- Flat rate for Spanish \$1.64/minute
- Flat rate for all non-Spanish languages \$2.5/minute

There are no monthly minimums for Telephone Interpreting Services.

For schedule calls: There is a minimum fee equal to 30 minutes regardless of actual time spent during the interpretation session. There is also a 30-minute cancellation fee if cancellation is not received 24 hours before the scheduled session. If an interpreter has not been assigned to a call and the call is canceled, the minimum fee will not apply.



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Follow us on Twitter or on Facebook to learn more about the language of life sciences

List of Languages for OPI

Acehnese	Chin (Lai)	Icelandic	Marathi	Somali Bantu
Acholi	Chin (Mizo)	Igbo	Marshallese	Soninke
Afghani	Chin (Tedim)	Ilocano	Matu	Soninke (Sarahuli)
Afrikaans	Chin (Zo, Zomi)	Ilonggo	Mbay	Soninke (Sarakhole)
Akan	Chin (Zophei)	Indonesian	Mende	Sorani (Kurdish)
Akateco	Chinese Cantonese	Italian	Mien	Sousou
Albanian	Chinese Mandarin	Japanese	Mina	Spanish
American Sign Language (ASL)	Choujo	Jarai	Mixteco (Alto)	Swahili
Amharic	Chuukese	Jiangsu	Mixteco (Bajo)	Swedish
Anuak	Cotocoli (Tem)	K'iche'	Moldovan	Sylheti
Arabic (Algerian)	Croatian	Kannada	Mongolian	Tagalog (Filipino)
Arabic (Egyptian)	Czech	Karen	Montenegrin	Taiwanese
Arabic (Gulf)	Danish	Karen (Pwo)	More	Tajik
Arabic (Iraqi)	Dari	Karenni (Kayah)	Mushunguli	Tamil
Arabic (Jordanian)	Dinka	Kazakh	Navajo	Telugu
Arabic (Juba)	Dioula	Khmer	Nepali	Temne
Arabic (Levantine)	Dutch	Kikongo	Norwegian	Teochew
Arabic (Modern Standard)	Edo	Kikuyu	Nuer	Thai
Arabic (Moroccan)	Estonian	Kinyamulenge	Oromifa	Tibetan
Arabic (Sudanese)	Ewe	Kinyarwanda	Pashto	Tigrinya
Arabic (Yemeni)	Farsi	Kirundi	Patois (Jamaican)	Toisanese
Armenian	Finnish	Kissi	Pidgin (Cameroonian)	Tongan
Ashanti	Flemish	Kituba	Pidgin (Nigerian)	Tosk
Assyrian	Foochow (Fuzhou)	Kizigua (Kizigula)	Polish	Trukese/Chuukese
Azeri	French	Korean	Ponapean/Pohnpeian	Turkish
Bahasa (Malaysian)	French Canadian	Kosraean	Portuguese (Brazilian)	Twi
Bambara	French Creole	Krahn	Portuguese (European)	Ukrainian
Bashkir	Fukienese	Krio	Portuguese Creole	Urdu
Basque	Fulani	Kunama	Pulaar	Uzbek
Bassa	Fulde	Kurdish	Punjabi	Vietnamese
Belarusian	Fuzhou	Kurdish (Bahdini)	Q'eqchi'	Visayan
Bengali	Ga	Kurdish (Kurmanji)	Q'anjob'al	Wolof
Bosnian	Garre	Kyrgyz	Quechua	Xhosa
Bulgarian	Georgian	Lao	Rohingya	Yapese
Burmese	German	Latvian	Romanian	Yiddish
Cambodian	Greek	Lautu	Russian	Yoruba
Cape Verde Creole	Guarani	Lingala	Samoan	Yup'ik
Carolinian	Gujarati	Lithuanian	Sango	Zapotec
Catalan	Hainanese	Lorma	Senthang	Zulu
Cebuano	Hakka (Chinese)	Luganda	Serbian	
Chaldean	Harari	Luo	Shanghainese	
Chamorro	Hassaniya	Maay-Maay	Shona	
Chao-Chow	Hausa	Macedonian	Sichuan	
Cherokee	Hebrew	Malay	Sicilian	
Chin	Hindi	Malayalam	Sinhalese	
Chin (Falam)	Hmong	Mam	Siyin	
Chin (Hakha)	Hokkien	Mandinka	Slovak	
	Hungarian	Mara	Slovene	
			Somali	

**This list is subject to change.
If you cannot locate the language you need, please contact us*

Language List for Video Remote Interpreting (VRI)

	Availability (Pacific Standard Time)
American Sign Language (ASL)	24/7/365
Spanish	24/7/365
Arabic	Monday – Friday, 5 a.m. – 7 p.m.
Bosnian	Monday – Friday, 5 a.m. – 7 p.m.
Burmese	Monday – Friday, 5 a.m. – 7 p.m.
Cantonese	Monday – Friday, 5 a.m. – 7 p.m.
Farsi	Monday – Friday, 5 a.m. – 7 p.m.
French	Monday – Friday, 5 a.m. – 7 p.m.
Haitian Creole	Monday – Friday, 5 a.m. – 7 p.m.
Hmong	Monday – Friday, 5 a.m. – 7 p.m.
Karen	Monday – Friday, 5 a.m. – 7 p.m.
Korean	Monday – Friday, 5 a.m. – 7 p.m.
Mandarin	Monday – Friday, 5 a.m. – 7 p.m.
Nepali	Monday – Friday, 5 a.m. – 7 p.m.
Polish	Monday – Friday, 5 a.m. – 7 p.m.
Portuguese (Brazil)	Monday – Friday, 5 a.m. – 7 p.m.
Punjabi	Monday – Friday, 5 a.m. – 7 p.m.
Romanian	Monday – Friday, 5 a.m. – 7 p.m.
Russian	Monday – Friday, 5 a.m. – 7 p.m.
Somali	Monday – Friday, 5 a.m. – 7 p.m.
Swahili	Monday – Friday, 5 a.m. – 7 p.m.
Vietnamese	Monday – Friday, 5 a.m. – 7 p.m.



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How to work with an interpreter onsite

PREPARATION

Make sure that your agency knows the topic and goals of the session so they can select the right interpreter

Provide any and all material ahead of time so that the interpreter can prepare

THE SESSION

- Introduce yourself and the person to the interpreter
- Make sure that the person knows you are conducting the session and understands the interpreter's role
- Stress that both you and the interpreter are bound by a strict code of ethics to maintain confidentiality
- Explain the purpose of the session, how it will proceed and allow the person to raise any concerns they may have
- Look at the person and speak directly to the person in the first person.

For example, say "How can I help you today?" instead of "Ask him/her how I can help"

- Speak normally to the person and pause after two or three sentences to allow the interpreter to relay the message
- If the person does not understand, it is your responsibility (not the interpreter's) to explain more simply
- Maintain your role in managing the session. The interpreter does not conduct the session
- Seek the person's permission if you need to obtain cultural information from the interpreter. If you need to talk to the interpreter directly then the interpreter should

FINISHING THE SESSION

- Check that the person has understood the key messages in your session. Ask if they have any questions
- If the person requires another appointment, make these arrangements with the person while the interpreter is still there
- Thank the person and if relevant explain that you may need to have a post-appointment discussion with the interpreter.

For example, you may require clarification on a language and/or cultural issue. Say good-bye formally

- Debrief the interpreter if the session was emotionally taxing and clarify any question you have from the session

Do

- Repeat and summarize the major points
- Be specific (eg. 'daily' rather than 'frequent')
- Use diagrams, pictures and translated written materials to increase understanding
- Clarify that you have been

Don't

- Use metaphors (eg. like a maze), colloquialisms (eg. pull yourself up by your bootstraps), and idioms (eg. kick the bucket) because such phrases are unlikely to have a direct translation
- Use medical terminology unless the interpreter and person are familiar with the equivalent term.

2020 Interpreter Pricing (In person, Non-Specialized)

LANGUAGE	PRICING			
	Per Hour	Minimum Hrs	Cancel Policy	Travel per hour
ALBANIAN	\$140	3	27-37 hrs	\$45.00
ARABIC	\$150	3	27-37 hrs	\$45.00
ARMENIAN	\$140	3	27-37 hrs	\$45.00
BELORUSSIAN	\$140	3	27-37 hrs	\$45.00
BULGARIAN	\$140	3	27-37 hrs	\$45.00
CAMBODIAN	\$140	3	27-37 hrs	\$45.00
CANTONESE	\$140	3	27-37 hrs	\$45.00
CATALAN	\$125	3	27-37 hrs	\$45.00
CHINESE	\$140	3	27-37 hrs	\$45.00
CREOLE	\$130	3	27-37 hrs	\$45.00
CROATIAN	\$140	3	27-37 hrs	\$45.00
CZECH	\$140	3	27-37 hrs	\$45.00
DANISH	\$130	3	27-37 hrs	\$45.00
DUTCH	\$130	3	27-37 hrs	\$45.00
ESTONIAN	\$140	3	27-37 hrs	\$45.00
FARSI	\$135	3	27-37 hrs	\$45.00
FINNISH	\$130	3	27-37 hrs	\$45.00
FRENCH	\$125	3	27-37 hrs	\$45.00
GALICIAN	\$125	3	27-37 hrs	\$45.00
GEORGIAN	\$150	3	27-37 hrs	\$45.00
GERMAN	\$125	3	27-37 hrs	\$45.00
GREEK	\$130	3	27-37 hrs	\$45.00

THESE ARE AVERAGE PRICES. RUSH CHARGE 20-25%.

SCHEDULED TELEPHONIC INTERPRETING (with or without video calls) has a 15 minute billing increment.

ON DEMAND TELEPHONIC INTERPRETING requires a monthly contract.

Please contact Camila (camila.rinker@aiatranslations.com) for more details.



CALL (908) 955-5201 to request a quote or an interpreter.
After hours: (908) 625-3890

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2020 Interpreter Pricing (In person, Non-Specialized)

LANGUAGE	PRICING			
	Per Hour	Minimum Hrs	Cancel Policy	Travel per hour
GUJARTHI	\$140	3	27-37 hrs	\$45.00
HEBREW	\$140	3	27-37 hrs	\$45.00
HINDI	\$140	3	27-37 hrs	\$45.00
HUNGARIAN	\$130	3	27-37 hrs	\$45.00
ITALIAN	\$125	3	27-37 hrs	\$45.00
JAPANESE	\$140	3	27-37 hrs	\$45.00
KOREAN	\$140	3	27-37 hrs	\$45.00
LAOTIAN	\$150	3	27-37 hrs	\$45.00
MANDARIN	\$140	3	27-37 hrs	\$45.00
NORWEGIAN	\$130	3	27-37 hrs	\$45.00
POLISH	\$130	3	27-37 hrs	\$45.00
PORTUGUESE	\$125	3	27-37 hrs	\$45.00
RUMANIAN	\$140	3	27-37 hrs	\$45.00
RUSSIAN	\$140	3	27-37 hrs	\$45.00
SERBIAN	\$140	3	27-37 hrs	\$45.00
SPANISH	\$100	3	27-37 hrs	\$45.00
SWEDISH	\$130	3	27-37 hrs	\$45.00
TURKISH	\$140	3	27-37 hrs	\$45.00
UKRAINIAN	\$140	3	27-37 hrs	\$45.00
URDU	\$140	3	27-37 hrs	\$45.00
VIETNAMESE	\$150	3	27-37 hrs	\$45.00
OTHERS (add to master)	\$150	3	27-37 hrs	\$45.00

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