

1. How do I access an interpreter?

We have interpreters available via telephone, video or on-site. Here are the ways you can access these services:

- **Over-the-Phone Interpreter (In-Clinic):** To access an interpreter over-the-phone, simply dial the number on your division's user card (North, South, or West) and follow the automated prompts. Your user cards and other language access instructions can be found [HERE](#). You can access an over-the-phone interpreter 24/7/365.
- **Over-the-Phone Interpreter (Home Therapy):** To access an interpreter over-the-phone, simply dial the language specific number on the clinic contact list and follow the automated prompts. The language contact list and other language access instructions can be found [HERE](#). You can access an over-the-phone interpreter 24/7/365.
- **Video Interpreter:** To access an interpreter through video, please use your clinic's tablet, laptop, or desktop computer and log in with your division user ID. Once you login, select your language from the tile and provide the intake data and then you will be connected to a video interpreter.
- **Pre-Scheduled Virtual or On-site Interpreter:** To have an interpreter attend your appointment in person or through video (Microsoft Teams or Zoom Meetings), please contact interpreter@propio.com with the appointment request details.

2. How much do interpretation services cost?

Interpreter costs are priced per minute for phone and video calls. If on-site or via Teams/Zoom Meetings, costs are priced per hour. Our Global Language Partnership with Fresenius Medical Care allows for reduced pricing and rates for each interpretation request. For additional information on costs, please contact Simon.Bickley@freseniusmedicalcare.com.

3. Who should I contact about my Samsung tablet or cart equipment?

Tablets/carts can be requested through the Equipment Request System (ERS) via FMC4ME. If you have any questions, please create a Fresenius Help Desk ticket [HERE](#).

4. What languages does Propio cover?

Propio offers interpreting services in over 300 global languages. You can find the Propio's language list [HERE](#).

5. Are your interpreters qualified for healthcare?

Yes, we follow a stringent vetting process for all interpreters. We understand medical interpretation scenarios have no margin for error, so interpreters must be fluent in the terminology as well as the regulatory protocols. Propio requires that all medical interpreters must:

- Demonstrate proof of listening and speaking proficiency in all working languages
- Pass prescreening, language proficiency verification, and a virtual mock assessment to test compliance with the National Council on Interpreting in Health Care (NCIHC) and the International Medical Interpreters Association (IMIA)

- Possess proven knowledge of medical terminology, anatomy and physiology by achieving a satisfactory passing score on the final assessment
- Undergo orientation and ongoing training and monitoring to ensure quality and accuracy
- Be familiar with Federal and State regulations such as Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Affordable Care Act (ACA) legislation and others

6. How do you ensure data security?

Propio has strict security protocols in place to ensure data and information security through our compliance with HITRUST, HIPAA, GDPR, ITAR, FedRAMP, PCI, SOC. Propio also adheres to international standards for quality and has achieved ISO certifications for ISO 27001:2013, ISO 17100:2015, ISO 13485:2016, and ISO 9001:2015.

7. Do you have a Propio customer support team available to assist with questions or issues?

Yes! For interpretation support or service alert needs you can contact, clientservices@propio.com or +18885286692.

8. What is the difference between translation and interpretation?

Translation involves transferring written content from one language to another while interpretation involves conveying the spoken content. Both services at Propio require different skill sets and approaches due to their distinct modes of communication and extensive list of qualifications that Propio requires.