

Working with a Video Remote or Over the Phone Interpreter

Do's and Dont's



We want your session, whether by **video** or **phone**, to be clear, comfortable, and productive.

The following guidelines will help ensure a smooth and successful experience.



Best Practices – Do's



Before the Session

Do test your connection.

Check that your phone or video device is charged and working properly before you initiate the session. If you're joining by video, test your camera, microphone, and internet connection.

Do find a quiet, private space.

Choose a spot free from distractions and background noise. This helps keep your conversation private and ensures clear communication.

Do have what you need nearby.

Keep any relevant notes, forms, or materials ready so your session can go smoothly.

Do be ready a few minutes early.

Joining a little early allows time to settle in and make sure everything is working.



During Your Session

Do speak clearly and at a comfortable pace.

Whether on video or by phone, speaking naturally helps everyone follow along easily.

Do stay focused on the conversation.

Try to avoid multitasking so you can get the most out of your session.

Do let us know if something isn't clear.

If you miss something or need clarification, please feel free to ask. We're here to help.

Do be patient with technology.

Occasional audio or connection issues can happen. We'll work through them together if they do.

Do speak directly to the client or patient, using first-person.

Address the service user as you would if you both spoke the same language. This helps build rapport and keeps communication natural. Interpreters will convey everything in the first person to maintain clarity and flow.

Do use simple, clear language.

Avoid jargon, idioms, or complex terminology. The simpler your language, the easier it is for the interpreter to accurately convey your message.

Do speak slowly and clearly.

Maintain a natural pace and pause between thoughts. Speaking too quickly can make accurate interpretation difficult.

Do be culturally aware.

Cultural perspectives can affect how messages are understood. If the interpreter notes that something may be culturally sensitive, they may ask you to rephrase to maintain respect and clarity. For example, in some cultures, direct eye contact is seen as a sign of confidence, while in others it may be considered disrespectful. If an interpreter notices that a gesture, expression, or phrase might be misunderstood, they may politely suggest rephrasing to ensure the message is received appropriately.

Do allow the interpreter to intervene when clarification is needed.

If the interpreter needs to confirm or clarify something to ensure accuracy, they will let you know. For example, they may say: *"This is the interpreter speaking; could you please repeat or verify your last statement?"*

Do allow the interpreter to make adjustments such as changing seating positions, improving lighting, or requesting shorter sentences to ensure clear and accurate interpretation.

Do allow interpreters to take notes during the session.

Note-taking helps them remember details and is a standard professional practice. Interpreters are trained to dispose of notes properly after every session.

Do be patient.

Building clear communication through interpretation can take additional time. Patience ensures accuracy and prevents misunderstandings.

Do expect the session to take longer than usual.

Some words or phrases may not have direct translations, requiring the interpreter to rephrase for clarity.

Do remember that everything you say will be interpreted.

Avoid side conversations or discussing sensitive topics during the interpreted session. Wait until after the session ends for private discussions.



After the Session

Do provide feedback about your interpreter.

Your feedback helps maintain high-quality service. Call ratings are monitored closely, and if a call is rated below 3 out of 5 due to interpreter performance, a review process is immediately initiated.

Don'ts – To Help Keep Things Running Smoothly

Don't join from a noisy or public location if possible.

A private space ensures your comfort, confidentiality, and clear communication.

Don't use unapproved links.

Always join using the official video link or communication method provided to ensure security and privacy.

Don't multitask during the session.

Focusing fully on the conversation helps ensure we cover everything important to you.

Don't ask an interpreter to communicate with the patient when staff are not present.

Interpreters must always work within a professional setting and under the supervision of authorized personnel to ensure transparency, accuracy, and confidentiality.

Don't expect or ask an interpreter to use their personal phone to communicate with the patient.

All communication should take place through approved channels or platforms to protect privacy and maintain compliance with organizational and legal standards.

Don't expect or ask an interpreter to make decisions or give advice to the patient.

Interpreters are neutral facilitators of communication, not advisors or decision-makers. They must refrain from offering opinions or guidance during the session.

Don't engage the interpreter in personal conversation.

Personal interactions can disrupt the flow of interpretation and compromise the interpreter's focus. Keeping communication professional helps ensure accuracy and efficiency.

Don't expect or ask an interpreter to keep their camera on during a video remote session when the service provider is not physically present in the room.

For privacy and professionalism, interpreters will turn off their camera until the client returns.

Thank you for partnering with us!

Following these simple Do's and Don'ts helps make every video or phone session respectful, productive, and positive for everyone involved.