



Interpreter quality

Our people + our process **guarantee**
best-in-class deliverables



Propio maintains best-in-class interpreter status by incorporating a proven, effective multi-step selection process. Based on these high standards, on average only 20% of prospective interpreters pass the screening process and interpret for Propio.

Propio's interpreter screening process

- Minimum one year prior professional interpreting experience (Propio average is 8 years)
- Third-party language proficiency test with passing score of 3 or higher on the nationally-recognized ILR scale
- Mock oral interpretation to evaluate 24 quality standards with a passing score of 90%+
- Résumé review and culture fit interview
- Written medical terminology assessment with a passing score of 90%+
- Background check and security screen
- Orientation with signed commitment to confidentiality, adherence to ethics, and HIPAA compliance
- IT spec test for software and equipment



Continuing education

- Interpreter Portal – reference and training materials, feedback, and discussion
- Propio Quality Assurance Team – led by interpreters with 20+ years' of experience
- Virtual forums on a biweekly basis



Ongoing quality control

- Client call ratings
- Random call reviews
- Monthly call reviews
- Performance tracking

Interpreter ethics

National Council on Interpreting in Healthcare (NCIHC)

- | | |
|----------------------|----------------------------|
| 1 Accuracy | 6 Role Boundaries |
| 2 Confidentiality | 7 Professionalism |
| 3 Impartiality | 8 Professional Development |
| 4 Respect | 9 Advocacy |
| 5 Cultural Awareness | |

To explore how we might be able to help meet your needs through our interpreting services, please call or email us:

✉ BusinessDevelopment@propio.com

📞 (913) 381-3143

Propio's evaluation process conforms to interpreting standards defined by:

- National Council on Interpreting in Healthcare (NCIHC)
- California Healthcare Interpreters Association (CHIA)
- International Medical Interpreters Association (IMIA)

