

Frequently Asked Questions (FAQs)
We Speak interpretation program

<p>1. What is We Speak?</p>	<p>We Speak is a language access initiative allowing users to access scheduled or on demand professional interpreting services in-person, by telephone or video. Access to this program is through a central telephone number that allows providers to register their organization and then use the service.</p>
<p>2. How is this different from other interpretation services?</p>	<p>This service is offered through various modalities to meet the needs of patients and providers. Providers who register are also part of a bulk purchase plan, allowing them to access services at a highly discounted rate based on the group's usage.</p> <p>This service is also accredited and adheres to best practice guidelines and national standards.</p>
<p>3. What services does this offer?</p>	<p>A central number gives providers the ability to register their organization and gain access to scheduled or on demand interpreting services (in-person, by telephone, or by video).</p> <ul style="list-style-type: none"> • In-person: In person professional interpretation, which is regarded as the most effective in complex situations. • Telephone: Offers a convenient alternative option when professional in-person interpreters are not required or not available. • Video: Video remote interpretation (VRI) is being utilized more often and can increase access, efficiency, while reducing costs.
<p>4. What is the cost?</p>	<p>Providers who register are part of a bulk purchase plan, allowing them to access services at a highly discounted rate based on the group's usage.</p> <p>Providers only pay for their usage. Individual service providers who register will be charged a 6.7 per cent administrative fee based on usage of services.</p> <p>For more information on pricing, please refer to the Pricing Document provided.</p>
<p>5. I don't want to purchase a service I potentially won't use. Is there a monthly fee/subscription?</p>	<p>There is no monthly subscription or registration fee. Providers only pay for their usage.</p>

<p>6. I don't have a budget for interpretation services</p>	<p>Language is essential to diagnosis, therefore it is important to view interpretation services as a diagnostic tool, and evaluate cost effectiveness in the same way as one would evaluate any other diagnostic aid. In the long run, not using professional interpretation services may cost more because of repeat visits, misdiagnosis, prolonged stays, etc.</p>
<p>7. We already ask family members or staff to act as interpreters. Why should I use this service?</p>	<p>According to Dr. Sarah Bowen, the error rate attributed to the use of untrained interpreters (including the use of family and friends) contributes to putting the patients' health in more peril than having no interpreter at all (Language Barriers within Winnipeg Regional Authority, 2004).</p> <p>This is because it lends a false sense of security to both the health care provider and the patient that accurate communication is taking place. Family and friends also try to interpret the patient's pain and discomfort, which could create an inaccurate representation. Further, medical terminology is often difficult to understand and may result in inaccurate translation by someone not used to the medical field.</p> <p>The use of a child or minor as an interpreter is inappropriate in any situation and should never take place. It is important for family and friends to be available to support the patient, adding the stress of also being a translator may take away their ability to provide emotional support when the patient might need it most.</p>
<p>8. Why are professional interpretation services important?</p>	<p>Language barriers have a major impact on both the quality and costs of support services. Research indicates that people who have limited English proficiency may be excluded from or experience delays or denials in receiving services.</p> <p>Based on inadequate interpretation, clients may receive care based on incomplete or inaccurate information, resulting in a lack of quality and poor experience and compromising their safety. In the current situation with COVID-19, the inability of clients to clearly communicate with their providers could also jeopardize the health and safety of these providers.</p>
<p>9. How do I sign up?</p>	<p>To register, please call 1-866-4-WE-SPEAK (1-866-493-7732).</p>
<p>10. Who can I contact for more information.</p>	<p>For more information about We Speak, please contact wespeak@lhins.on.ca.</p>