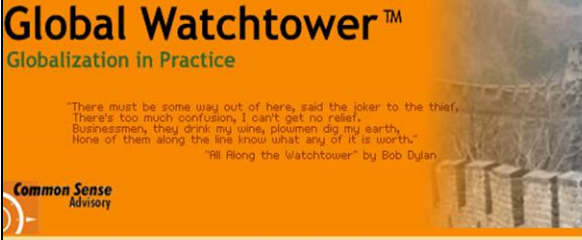


## Training module: Videoconference and remote interpreting in legal proceedings

## Handout 1



**Global Watchtower™**  
Globalization in Practice

There must be some way out of here, said the joker to the thief,  
There's too much confusion, I can't get no relief,  
Businessmen, they drink my wine, ploumen dig my earth,  
None of them along the line know what any of it is worth.  
"Blow Along the Watchtower" by Bob Dylan

Common Sense  
Advisory

## Necessity is the Mother of Video Interpreting Innovation

13 Feb  
Nataly Kelly 13 February 2009  
Filed under (Speech Technology, Interpretation, Language Industry)

The global lack of qualified interpreters appears to grow with each passing day. A recent report from Voice of America discussed the unmet need for court interpreters in the United States and the difficulty in finding adequate resources for languages of limited demand, such as Burmese. Stories like these appear on a near-daily basis:

- In Ohio, a language barrier recently prevented a murder investigation from moving forward.
- Courts in Iowa also struggle to find sufficient interpreting resources in the local population.
- Texas is not faring much better, with only 500 licensed court interpreters to serve a state that has 7.2 million people who speak a language other than English at home.
- States like Mississippi are watching the demand for interpreting services grow in court, medical, and police settings.
- In New Jersey, when an interpreter could not be found, a deaf victim gave testimony via text message, resulting in a mistrial.


The United States is not alone in its consistent and widespread need for interpreting services:

- Japan recently decried the lack of medical interpreters for its growing population of international residents.
- Immigrant populations in Korea have led to an unmet demand for interpreting services.
- Multilingual Tanzania now is embarking on a quest to provide interpreters for non-Kiswahili legislators.
- Some EU member states, including Greece, have recently been outed for failing to provide interpreters for asylum seekers.
- Australia continues to struggle to find enough interpreters for both aboriginal languages and native tongues of African refugees.

Along with the growing demand comes a boom in the supply of technological solutions. Video interpreting services have long been used for sign languages, and spending on video relay services (VRS) in the United States alone has already topped US\$1 billion. On the spoken language side, adoption of video interpreting for mainstream needs has been somewhat slow.

However, several initiatives are rapidly changing this reality. Paras and Associates is making leaps and bounds by setting up networks to enable public hospitals to share their interpreting resources. This week, we stopped by Rancho Los Amigos National Rehabilitation Center, a member of the Health Care Interpreter Network (HCIN), to see video interpreting in action. Watch the video clip below to see footage from our visit, and check back soon for a view of our recent visit to a courtroom video interpreting implementation.

<http://www.globalwatchtower.com/2009/02/13/video-interpreting/>



[Home](#) | [Pay Online](#) | [Services](#) | [Industries](#) | [Your Country](#) | [Contact](#) | [Work with us](#)

---

### Video Interpretation

Simple, efficient and most importantly, cost effective. **Video interpretation** is the perfect solution for all public sector organisations requiring interpreters on a regular basis.

**How does it work?**

1. A mobile **video interpretation conference** device is supplied to your organisation.
2. Plug it to the wall, switch it on and touch the "touch screen" to connect to our operator.
3. Let the operator know the language you require and within 10 seconds an interpreter appears on the screen and you are instantly in a **video interpretation** conference call.

**What are the benefits?**

**Reduced Costs**

- On average 50% of the total cost of face-to-face interpretation goes on travel time and travel expenses!
- **With video interpretation, the interpreter does not need to travel which means an increase in interpreter availability at much lower costs.**
- On average 5% of face-to-face interpretation bookings are either cancelled less than 24 hours prior to the appointment or the non-English speaker fails to attend.
- **Video interpretation is an instant on-demand service, there is no need to book in advance. There are no cancellation fees.**
- Face-to-Face interpreters waste a considerable amount of time waiting for the job to begin or in between jobs. This can be very costly to public sector organisations.
- **When you use video interpretation, the interpreter can be called as and when needed and as many times as required during the day. With video interpretation you reduce the waiting time by 100%.**

**Improved Communication**

- 80% of communication is non verbal - what does this mean? Telephone interpretation is only 20% effective!
- **Unlike telephone interpretation, video interpretation permits the interpreter and the non-English Speaker to see each other and, therefore, gain vital body language communication that would otherwise be lost.**

**Look after the environment**

- **Video interpretation is environmentally friendly as there is no travelling required.**
- **With video interpretation there are no forms to fill in, and therefore no papers to print.**

**Increased Availability**

- It is not always possible to provide face-to-face interpreters at specific times, either because of availability or due to restrictions with public transport.
- **With video interpretation, there is always an interpreter available within ten seconds.**

[http://www.globalvoices.co.uk/video\\_interpretation.php](http://www.globalvoices.co.uk/video_interpretation.php)

## Handout 1

CaliforniaHealthline  
The Daily Digest of News, Policy & Opinion

**Home**

**Topics** ▶

**Features** ▶

**Think Tank** ▶

**Road to Reform** ▶

**Stimulus Watch**

**Special Reports**

**theWeekly**

**EVENTS**

**SEP 15** CalPERS Health Benefits Panel Meeting  
Sacramento

**SEP 16** Summit on Hospital Payment Reforms, Readmission Rules  
Washington, D.C.

**SEP 17** Working Group on Science, Medical Liability Policies  
San Francisco

[View All Events](#)

Health IT

<http://www.californiahealthline.org/Articles/2006/8/8/Videoconferencing-Provides-Access-to-Interpreters.aspx?topic=Health%20IT>

**Tuesday, August 08, 2006**

**Videoconferencing Provides Access to Interpreters**

A consortium of medical organizations, consumer advocates and technology companies on Monday unveiled an Internet video phone service for hospitals that allows patients to receive interpreter services, the *San Jose Mercury News* reports.

The system was launched as a pilot project at San Mateo Medical Center, San Joaquin General Hospital and Contra Costa Regional Medical Center (Tribble, *San Jose Mercury News*, 8/8).

The Health Care Interpreter Network uses software developed by Cisco Systems in San Jose and a videoconferencing device made by Tandberg to connect doctors and patients with interpreters at different hospitals or other remote locations "within seconds," the *San Francisco Chronicle* reports.

Hospital executives said the system allows in-house interpreters to work with three to four times as many patients because they don't have to travel throughout the hospital or between clinics. In addition, hospitals will have a wider range of accessible languages by using interpreters at other hospitals.

Hospital executives declined to specify the cost of the system but said the devices used are relatively inexpensive, according to the *Chronicle* (Colliver, *San Francisco Chronicle*, 8/8).

**PR Newswire**  
United Business Media

## News & Information

We tell your story to the world

Home
Send Release
Today's News
Headline Search
Our Services
About Us
Contact

### News Release

Friday 16 June 2006, 1:25 GMT

<http://www.prnewswire.co.uk/cgi/news/release?id=173514>

Friday 16 June 2006

INDUSTRY  
HEALTH  
TECHNOLOGY

The Language Access Network Inc.

**The Language Access Network Launches Revolutionary Technology in Retail Pharmacies**  
COLUMBUS, Ohio, June 15 /PRNewswire/ --

An innovative new technology will now allow limited-English proficient and hearing-impaired customers to receive a higher level of service at two Columbus retail pharmacies.

The Personal Assisted Languages (PAL) video interpretation unit, from Las Vegas-based The Language Access Network Inc., has been installed at two retail pharmacies in Columbus. The PAL offers access to real-time video interpreters who are medically proficient in a variety of languages at the push of a button.

"This high-quality on-demand service has revolutionized the world of interpretation, and we are proud to bring it to the pharmacy market and its customers," said Michael Guirlinger, CEO/COO of The Language Access Network.

"The transparent technology will allow access to live interpretation in over 150 languages and to help customers receive drug information in their own language."

The PAL made its first appearance at the Ohio State University Medical Center Emergency Department, helping patients and doctors effectively communicate together both verbally and visually.

"The success of our product at Ohio State has been so encouraging that we felt the need to bring the same service to pharmacy customers," Guirlinger said. "We are committed to helping our national pharmacy client improve their quality of service and to generate more limited-English proficient customers."