Training module: Videoconference and remote interpreting in legal proceedings

Handout 1

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 quoted for failing to provide interpreters for asylum seekers.
- Australia continues to struggle to find enough interpreters for both indigenous 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 HealthCare 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.


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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, which is on and use the 'touch screen' to connect to our operator.
3. Let the operator know the language you require and within a few 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 wait 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
- 95% of communication is non-verbal - what does this mean? Telephone interpretation is only 10% 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
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."