

# KNOW THE FACTS

## *The 10 Questions You Should Ask Any Language Service Provider*

*Before you enter into a relationship, do your homework.*

*Find out whom you're dealing with, and make an informed decision.*

*Ask questions, and keep asking them, until you're completely satisfied  
with the answers you get. Here are ten basic questions to help get you started.*

Protect your company...

BY ASKING QUESTIONS

## **1 Interpreter Staffing**

How do you recruit, train, monitor the performance of your interpreters and are they your employees or independent contractors?

## **2 Interpreter Quality**

What methods do you use to recruit your interpreters, confirm their experience, evaluate their character, run background checks, assess their legal work status, implement their training, and monitor their performance?

## **3 Trained Professional Interpreters**

How do you train interpreters specifically in legal, financial, and medical terminology or for emergency response calls to ensure service quality, and how do you certify these interpreters?

## **4 Privacy**

What measures do you have in place to ensure data security, customer privacy, and protection of private patient information?

## **5 Compliance**

What requirements and safeguards does your organization employ to establish and maintain full compliance with regulations such as SOX, and GLB, and HIPPA?

*PROTECT YOUR COMPANY...*

**BY DEMANDING ANSWERS**

# KNOW THE FACTS

## **6 Call Efficiency**

*What is your average connect time to reach an interpreter, what is your call completion rate on the first attempt, and can you validate your numbers?*

## **7 Call Control**

*Can you maintain the kind of call control necessary to guarantee call quality, data security, and interpreter accountability? Do you subcontract or outsource calls for specific languages to a 3rd party provider?*

## **8 Technology Infrastructure**

*Do you own and operate your own telephony systems and infrastructure, describe them in detail?*

## **9 Business Continuity**

*How does your technology enable you to scale services for surges in demand, ensure complete redundancy and recovery during unanticipated service disruptions? How quickly can you do this?*

## **10 Risk Management**

*What kind of business insurance coverage do you have to protect against error and omissions, bodily injury, property damage, and theft or disclosure of confidential information? Does your policy provide true worldwide coverage?*

Protect your company...

**MAKE INFORMED DECISIONS**



Language Line  
Services

[www.LanguageLine.com](http://www.LanguageLine.com)

Language Line Services  
World Headquarters  
One Lower Ragsdale Drive, Building Two  
Monterey, CA 93940 USA

1-800-752-6096