

# Compliance Certificate

**InDemand Interpreting is in compliance with, and exceeds, the Joint Commission Standard HR.01.02.01, EP1, Note 4, regarding medical interpreter qualifications.**

---

**JOINT COMMISSION STANDARD HR.01.02.01, EP1, NOTE 4:**

Qualifications for language interpreters and translators may be met through language proficient assessment, education, training, and experience. The use of qualified interpreters and translators is supported by the ACA Section 1557, Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, and Title VI of the Civil Rights Act of 1964.

---

*We certify that our interpreters are qualified and in compliance with the above standard.*

A handwritten signature in black ink, appearing to read "Cecil Kost", written over a horizontal line.

**CECIL KOST**, Chairman & CEO, InDemand Interpreting

**11/14/2016**

Date

**Quality Standards & Certifications** | We recognize that the skill, and dedication of our interpreting team is critical to your patient's safety. InDemand interpreters are focused solely on medical interpreting and are among the most qualified in the industry.

- All spoken language interpreters are ACA compliant, credentialed at the state and national level where available and have completed 40 hours or more of professional medical Interpreting training, which includes ethics and standards of practice in medical interpreting.
- InDemand interpreters demonstrate proficiency in speaking and understanding both spoken English and at least one other spoken language; and are able to interpret effectively, accurately, and impartially, both receptively and expressly, to and from such language(s) and English, using any necessary specialized vocabulary and phraseology.
- All InDemand Interpreting call centers are certified Certification Commission for Healthcare Interpreters (CCHI) locations for all approved languages. As CCHI continues to develop national certification testing for all languages, InDemand will require all interpreters to obtain and maintain that national certification.
- All American Sign Language (ASL) interpreters are nationally certified by the Registry of Interpreters for the Deaf (RID) and demonstrate professional knowledge, ethical decision making, and the ability to interpret and transliterate in a broad range of settings. All maintain required continuing education for continued RID certification.
- All ASL interpreters have a minimum of 3 years of virtual interpreting experience.
- All employees have received the appropriate HIPAA training and certification.
- All new interpreters receive a comprehensive 40-hour equivalent interpreter classroom training.
- Interpreter licensing guidelines varies from state to state. Please let us know if you have questions regarding your specific state.

---

**Personnel Documentation** | We maintain detailed personnel files on each interpreter and ensure that all are cleared for work in client hospitals. These records include:

- United States work authorization
- Background checks
- Drug testing
- Training and Certification records

**Quality Control and Internal Monitoring** | InDemand Interpreting provides 24/7 support to our interpreters, 365 days a year. Continuity and standardization are important factors in customer satisfaction. We achieve this by:

- Monitoring interpreter calls
- Ongoing interpreter training
- Providing access to lead interpreters, trainers, or managers at all times
- State of the art workstations

---

**Hiring Process** | InDemand Interpreting is extremely selective about the interpreters we bring onto our team. We seek individuals who not only have the professional skills and language capabilities, but also share our vision that every person, in every healthcare setting should receive the same level of care regardless of language, disability or culture. Our rigorous hiring process includes:

- A three-part, comprehensive interview process
- Formal testing for all interpreters including written, verbal and practical testing and observation
- National background checks
- New hire drug screening
- Confidentiality agreements

