InDemand Interpreting

InDemand was founded in 2007 with the vision of ensuring that every patient receives the highest quality healthcare, regardless of language, cultural background or disability. By delivering the most experienced medical interpreters and highest quality video technology, InDemand Interpreting gives doctors, nurses and clinicians the language access they need to provide the best possible care.

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American Sign Language and Certified Deaf Interpreters

Unparalleled Commitment to Meeting the Needs of Deaf Patients

We recognize that the skill and dedication of the InDemand American Sign Language (ASL) team is critical to supporting an exceptional experience for both Deaf and hard of hearing patients and their clinicians. Research shows that better communication supports better outcomes. InDemand interpreters are focused solely on medical interpretation and are among the most qualified in the industry.

InDemand has unparalleled standards when it comes to our interpreters. All of our interpreters go through a rigorous screening process to make sure they meet our high-quality standards before they are hired. One hundred percent of our ASL interpreters are credentialed by the national Registry of Interpreters for the Deaf (RID) and meet state licensure compliance, and, on average, have more than 10 years of experience in a video environment.
The screening process for our interpreters consists of three phases:

**Pre-Screen** Candidates who appear to meet our minimum requirements are contacted over the phone. During this phase we also begin to look at factors, which increase the likelihood of long-term retention in the position.

**Interview** Candidates who score well on the pre-screen are scheduled for a video interview, at which time he/she is assessed for fluency level in both English and American Sign Language. During this interview we focus on two things:

- **Potential Performance:** Factors measured include detailed knowledge of correct interpreter technique and protocol, professionalism and reliability.
- **Language Assessment:** Evaluation of fluency level in both English and American Sign Language with a focus on medical terminology and ethical practices.

**Interpreting Ability** A simulated encounter is used to evaluate the interpreter’s ability to navigate complex medical situations in a virtual setting.

**Minimum Qualifications of InDemand Sign Language Interpreters**

- National certification by the Registry of Interpreters for the Deaf (RID)
- Verifiable continuing education units (CEUs) in medical related topics, as well as at least a minimum of 3 years ongoing medical interpreting experience.
- Minimum of 5 years full-time, community interpreting experience and 3 years virtual interpreting experience.
- Must pass in-house language assessment with a score of 85% or higher.
- Must pass a background check and drug screen in order to be eligible for employment with InDemand.

Certified Deaf Interpreters Bring Added Expertise

To further our commitment to providing the best possible care to Deaf patients, InDemand has added Certified Deaf Interpreters (CDIs) to better serve our clients, their patients and family members. A CDI is a Deaf individual with an intricate understanding of the many nuances inherent in sign language, both American and foreign CDIs offer a unique perspective from within the Deaf community, which allows a deeper understanding of the culture and diversification that accompanies the language. The Deaf Interpreter brings added expertise into both routine and uniquely challenging situations.

Generally Deaf patients effectively communicate using ASL interpreters. However, statistics show that about 10 percent of Deaf patients will require a linguistic specialist, or CDI (examples include children whose languages are still in developing stages; individuals who acquired ASL at a later age; foreign-born Deaf individuals; Deaf individuals with cognitive or physical challenges, or a native Deaf signer in a highly stressful or emotional situation). InDemand ASL interpreters are trained to identify when a CDI is needed. Through the use of CDIs, providers have a more complete picture of a Deaf patient’s healthcare needs and history, while patients have a deeper understanding of their tailored treatment plan. CDIs offer extensive expertise and knowledge, bringing tremendous value to health systems nationwide.

InDemand’s CDIs are also able to work with onsite medical interpreters to deliver superior language access.

What InDemand’s Commitment Means for Providers and Patients

Our interpreters are passionate about their work and are committed to facilitating exceptional communication between patients and providers. Our continuity of care philosophy promotes the use of the same interpreter(s) for a patient’s entire medical encounter. And as part of this commitment to the patient experience, all InDemand interpreters are encouraged to advocate for the proper use of VRI for Deaf and hard of hearing patients. InDemand’s unparalleled standards for our interpreters is surpassed only by their own passion and expectation to make a difference in the lives of patients and their families.

Since joining InDemand in 2011, I have worked diligently to educate providers, empower Deaf patients, and build stronger provider relationships. My passion and commitment to excellence in medical interpreting services is exemplified by the high caliber of American Sign Language (ASL) interpreters I recruit for InDemand and the addition of talented, Certified Deaf Interpreters to our team.

I often say that I want to “do right by the Deaf community,” and it is a daily guiding principle. I love that I am truly making a difference in both patient and providers’ lives.

My position with InDemand allows me to leverage my passion, empowering Deaf patients to fully participate in their own healthcare.”

**Debbie Lesser**
Director, ASL Services & Quality Assurance

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- Potential Performance: Factors measured include detailed knowledge of correct interpreter technique and protocol, professionalism and reliability.
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- Minimum of 5 years full-time, community interpreting experience and 3 years virtual interpreting experience.
- Must pass in-house language assessment with a score of 85% or higher.
- Must pass a background check and drug screen during on-boarding process in order to be eligible for employment with InDemand.

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