

## Remote Interpreting as a Specialty

Interpreters in all settings must meet the Oregon requirements for certification or qualification. In addition, they should be familiar with other topics when they provide remote interpreting.

When interpreters are not in the same location as the parties (remote interpreting), they cannot interact as fully as when they are on site. This limits their ability to pick up on some cues and could also limit the interpretation's accuracy. All parties should be aware of these limitations so they can adjust to them. Interpreters and others in the encounter must learn to engage with available resources and limitations in the situation.

Some of the following topics are also taught in trainings for on-site interpreting, but these practices are essential to master for remote delivery of services because we can't use gestures.

### Special training topics

- ✓ Difficulties in managing the flow in remote interpreting and tips on how to handle the flow of the encounter occur:
  - Before the session
  - When the interpreter can only interpret for one person at a time
  - To reinforce the use of the correct intervention protocol, e.g., refer to interpreter as "The interpreter says ..."
  - When the interpreter requests a repetition or clarification.
- ✓ The interpreter is having trouble with the sound quality and may need extra repetitions.
- ✓ Use of online resources:
  - Interpreters need to be familiar with their search tools and have bookmarks ready.
- ✓ Remote-specific practices:
  - Be familiar with the remote technologies you are using.
  - Use a formal greeting and ending message.
  - Focus on the screen while taking notes.
  - Learn how to prepare a terminology sheet ahead of time.

- Know how to run the remote meeting if necessary and share screen with the participants, so the interpreter can have access to the documents shared.
- ✓ How to set up a secure remote interpreting environment  
Set-up and needed equipment:
  - A working computer
  - A noise cancellation headset with microphone
  - A confidential, clean environment (ideal space is a home office with a closed door, free of background noise, disturbance and risk of divulsion of ePHI)
  - The best internet speed you can get.

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