

Interpreter services are available to injured workers and crime victims



Do you need someone who speaks your language at your appointments with doctors or vocational providers?

Here's how you can get an interpreter:

1. You and your doctor or vocational provider decide together if you need an interpreter.
2. The appointment must be covered by your L&I benefits or by your self-insured employer.
3. Your provider chooses and schedules the interpreter. Some providers have an interpreter at their office. You may have different interpreters at different appointments.

continued on reverse ➔

Who can interpret for you and who can get paid

Type of interpreter	Can they interpret?	Can they get paid for interpreting?	Can they interpret for an IME? *
Interpreter with L&I provider account number	Yes	Yes	Yes
Family member over age 18	Maybe ⁺	No	No
Friend or acquaintance	Maybe ⁺	No	No
Employee at the clinic who can interpret, but who isn't a credentialed interpreter	Maybe ⁺	No	No
Legal representative of worker or crime victim	No	No	No
Employer's legal representative	No	No	No
Persons under age 18	No	No	No

* An IME is an *independent medical exam* arranged by L&I or your self-insured employer.

⁺ The provider must be sure that an interpreter is qualified. The provider has the right to use a professional L&I interpreter rather than a non-professional selected by the patient.

What interpreters must do:

- Interpret accurately and completely. (Everything said during the appointment will be interpreted and no one should say anything they don't want interpreted.)
- Respect the client's privacy and treat all information as confidential.
- Reveal any relationship that may influence, or appear to influence, their impartiality.
- If asked, explain their training and experience accurately and completely.
- Remind the worker or crime victim and the doctor or vocational provider of these responsibilities at the beginning of each appointment.

What interpreters must not do:

- Take sides while interpreting or project personal biases or beliefs.
- Market their services.
- Arrange appointments in order to create business.
- Contact the worker or crime victim except when asked to do so by L&I, self-insurer, doctor, or vocational provider.
- Provide transportation to or from the doctor or vocational appointments.
- Require the worker or crime victim to only use their interpreter services.
- Accept money for services from anyone other than from L&I or the self-insurer.
- Engage in activities other than interpreting.

Questions or concerns about interpreter services?

- For general questions, contact your Claim Manager.
- To report possible fraud, call 360-902-6847 or toll-free 1-888-881-5947, option 4.