

*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.

## 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

### NOTES:

- An IME is an independent medical exam arranged by L&I or your self-insured employer.
- For "Maybe": 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.

*continued on reverse* ➔

## 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.