

# Why Choose Medically-Qualified Interpreters?



Medical interpretation requires specialized skills, training, and monitoring to ensure accuracy in healthcare settings. Our interpreters meet the highest industry standards.

## Rigorous Vetting & Testing

### 6%

#### Acceptance Rate

Only **6%** of applicants pass our stringent evaluation.

### 5+ Years

#### Experience

Minimum **5 years** of verified experience required.

### Bilingual

#### Proficiency

Screened for **bilingual proficiency**, cultural competency, and industry knowledge.

## TESTING INCLUDES

- ✓ English proficiency & interpretation exercises.
- ✓ Medical, legal, and industry-specific terminology assessment.
- ✓ Must comply with the **Code of Conduct & Ethics for Professional Interpreters**.

## Comprehensive Training & Certification

We offer a **3-tiered** training approach

MOST POPULAR

PREMIUM



### Basic Medical Interpreters

Foundational Training in Medical Settings



### Advanced Medical Interpreters

Extensive Medical Experience



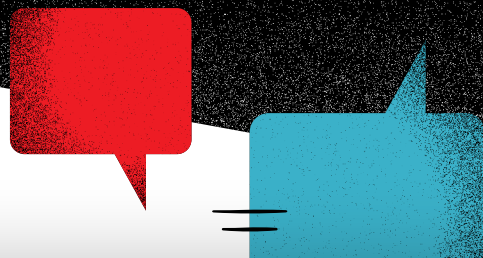
### Certified Medical Interpreters

Industry-Certified Professionals

## We Recruit from Top Industry Programs

- ✓ CCHI
- ✓ Bridging the Gap
- ✓ National Board Certification
- ✓ WA & OR Medical Certifications
- ✓ Adherence to **National Council on Interpreting in Healthcare (NCIHC)** Standards.

# Ongoing Monitoring & Quality Assurance



Our **10-Step QA Process** Ensures Continuous Quality Control

- ✓ **Fast Answer Time**  
Average answer in **12 seconds**.
- ✓ **Call Monitoring**  
Ensuring service quality.
- ✓ **Professional Interpreter Greeting**  
Name, language, ID provided.
- ✓ **Ethical Compliance**  
Neutrality, confidentiality, and accuracy.
- ✓ **Conflict Resolution**  
Prompt issue handling.
- ✓ **Accurate Data Collection**  
Configured to meet client needs.
- ✓ **Quick Interpreter Connection**  
20-second average wait time.
- ✓ **Service Quality Audits**  
Ensuring accurate interpretation.
- ✓ **Proper Call Closing**  
Ensuring complete service satisfaction.
- ✓ **Billing & Reporting**  
Ensuring smooth processes.

## Why Our Interpreters Stand Out



**Highly Selective Hiring Process**



**Certified & Trained Professionals**



**Continuous Performance Monitoring**



**15+ Year Interpreter Retention**



**Strict Compliance with National Standards**

With our **medically qualified interpreters**, you receive top-tier accuracy, professionalism, and reliability in healthcare communication.



### Trust Every Word™

BIG Language Solutions is how even the most complex organizations can finally trust every word of their interpretations and translations. That's because you know the work will get done by experts in your industry, exactly when and how you need it.

### Contact us

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biglanguage.com