BOOSTLINGO PROFESSIONAL INTERPRETER NETWORK (BPIN)

High Quality. Low Cost. Interpretation Reimagined.

Boostlingo's on-demand professional interpreter network helps providers reach more of their communities and improve customer satisfaction — all while cutting costs and increasing efficiency.

- 300+ Languages
- 10,000+ qualified interpreters
- Phone and video options
- Intelligent routing
- Open API
- Easy-to-use software
- Works on any device

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RELIABLE LANGUAGE ACCESS

The Boostlingo Professional Interpreter Network (BPIN) consists of a robust and reliable network of **over 10,000 qualified interpreters.** Boostlingo works with dozens of partners to provide a failsafe interpreter network for your organization. With the BPIN, you can **guarantee language access at all times, on any device.**

The BPIN offers **over 300 languages** over the phone and over video, including 24/7 Spanish & 24/7 ASL.

300+ languages

Visit boostlingo.com for an up-to-date list of all supported languages for OPI & VRI.

13 secs

The Average Response Time (ART) for a video or phone interpreter is **13 seconds**. Quick and easy access to interpreters.

99.3 %

99.3% of all requests routed to the BPIN are filled. Prescheduling is always available for rare or uncommon languages.

100,000+ mins

Daily VRI & OPI minutes

On average, the BPIN handles over **100,000 interpretation minutes** every single day.

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HIGH QUALITY

Qualified Interpreters

All interpreters on the Boostlingo platform are required to have at least 3 years of experience. When your clients and consumers get connected, Boostlingo interpreters will be capable and professional service partners.

- For **medical interpreters**, 3 years of experience in medical interpretation is required. They must provide evidence of current HIPAA compliance, to be completed every 2 years. An additional 40 hours of medical terminology coursework must be completed.

- For **legal interpreters**, 3 years of experience in legal interpretation is required, as well as proof of legal terminology training.

- For **court interpreters**, 3 years of experience in legal interpretation as well as proof of prior experience in a courtroom setting are required.

- For **American Sign Language (ASL) interpreters**, proof of national certification through the Registry of Interpreters for the Deaf (RID) is required.

Code of Conduct

All BPIN Interpreters are required to acknowledge, adhere to, and sign the following:

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- Any information obtained during interpretation assignments will remain strictly confidential. This information will not be published, communicated, or disclosed to any person or organization outside of the assignment.

- Interpreters who are part of the Boostlingo Professional Interpreter Network (BPIN) who are designated as Medical Interpreters must provide evidence of current HIPAA compliance, to be completed every 2 years.

- Interpreters who are part of the Boostlingo Professional Interpreter Network (BPIN) will, to the best of their ability, provide the most accurate interpretation without altering, adding to, or omitting anything stated during the assignment.

- Interpreters who are part of the Boostlingo Professional Interpreter Network (BPIN) will not exhibit bias nor allow personal opinions to interfere with communication during an assignment. If the interpreter has any perceived or real conflict of interest, they will disclose this information before committing to an assignment.

- Interpreters who are part of the Boostlingo Professional Interpreter Network (BPIN) will refrain from participating in assignments that are outside their professional skills, language fluency, or level of training.

- Interpreters who are part of the Boostlingo Professional Interpreter Network (BPIN) will not conduct assignments for which they do not have certification.

- Interpreters who are part of the Boostlingo Professional Interpreter Network (BPIN) will provide excellent customer service, employing a professional demeanor, courtesy, and respect to all clients. The interpreter will answer each call with the greeting: "Hello my name is XXX, my ID is NUMBER and I am your LANGUAGE interpreter. How may I help you?" The interpreter will follow instruction by the client to fulfill needs of the assignment and adhere to the time commitment agreed upon during scheduled assignments. The interpreter will dress professionally and refrain from answering calls in public environments where PHI may be at risk. The interpreter will not hang up or abandon the call until their client directs them that they have finished their assignment.

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- **Interpreters who are part of the Boostlingo Professional Interpreter Network (BPIN) will stay informed of and adhere to Boostlingo Professional Interpreter Network policies and guidelines provided by Boostlingo and Network Partners that relate to their professional duties.**

- **Boostlingo and Boostlingo's authorized BPIN LSC partners will test each interpreter for technological success, validate current certifications where they may be required, and ensure HIPAA compliance.**

- **Boostlingo authorized employees and BPIN LSC partners will perform random test calls with interpreters to test their adherence to protocol and online professionalism as well as technological success factors.**

- **Interpreters who are part of the Boostlingo Professional Interpreter Network (BPIN) will keep themselves updated in all platform upgrades or changes by watching the training videos the Language Access Department sends out.**

- **Interpreters who are part of the Boostlingo Professional Interpreter Network (BPIN) will stay up to date with the latest professional standards and protocols.**

- **Boostlingo BPIN LSC partners may provide further Code of Ethics and compliance conditions above and beyond Boostlingo's Code of Conduct.**

- **Boostlingo requires that all Medical interpreters in the BPIN familiarize themselves with several National and International Code of Ethics and Code of Conduct documents, which will be additionally instructive in maintaining the highest level of professionalism while conducting Interpreting support in the network. BPIN Interpreters must familiarize themselves with and adhere to the following documents: IMIA Code of Ethics, NCIHC Code of Ethics**

- **Please note: ALL BPIN Interpreters with Legal and/or Court Permission types must familiarize themselves with and adhere to The NAJIT Code of Ethics**
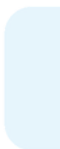
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Quality Assurance

Boostlingo is committed to providing our clients with the highest quality interpretation services possible. We execute this through **comprehensive monitoring and training programs** built around our interpreters and technology.

Our **commitment to quality** begins during the interpreter onboarding process. All interpreters are trained on company processes, policies, procedures, and of course on the Boostlingo platform. Examples of these processes and training include reviewing their backgrounds, confirming workspaces, HIPAA training, confirmation of interpreter credentials, and communication of best practices for effective remote interpreting.

The **Boostlingo Language Access Department (LAD)** conducts daily test calls into the BPIN network to evaluate the user experience and interpreter quality. Daily recordings are analyzed to evaluate interpreter performance and professionalism. If issues arise, immediate action to correct them is taken and flagged internally for review.

We provide **multiple avenues for customer feedback**. The platform provides a unique feature allowing users to rate both the call quality and interpreter quality in real-time post remote interpreting session. We also invite feedback via our Quality Assurance and Grievance Procedure form, and/or our Corrective and Preventive Action form, which are both found directly on our website.

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Quality Assurance & Corrective And Preventative Action Workflow

QA form received by LAD team

- LAD team verifies call ID
- LAD team checks nature of complaint
- Connection issue complaints are forwarded to Boostlingo Support
- Conduct issue complaints immediately deactivate the interpreter until further investigation
- Interpreter credentials are checked and verified and sent to client

QA form sent to BPIN partner
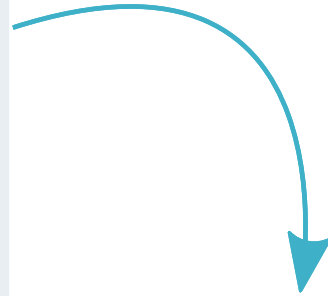
- LAD omits client info in QA form and forwards it to BPIN partner for investigation
- LAD informs BPIN partner to complete investigation within 48 hours and to provide a fully executed CAPA (corrective and preventative action) report.

CAPA form sent to client
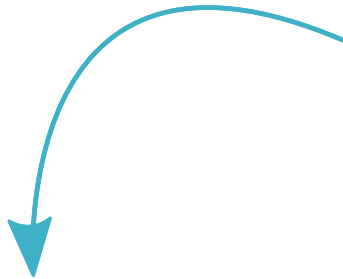
- LAD team evaluates CAPA form to ensure it addressed the complaint directly and provides a clear solution to prevent reoccurrence
- LAD team asks for revision or clarification if info is missing
- If CAPA is acceptable, LAD team sends results to the client for review

If an interpreter is found committing the following offenses, they will be **suspended and re-trained** by their BPIN LSC before being allowed to answer calls in the BPIN:

- Improper background (example—non-neutral)
- Improper greeting (example—not stating their ID #)
- Network errors or issues found to be sourced from interpreter side (interpreters are trained and instructed to test their bandwidth and network every time they sign on to the platform to ensure the highest quality network experience)
- Less than professional attire

If an interpreter is found violating key pillars of the Code of Conduct and the offense is considered egregious, they will be **permanently removed** from the BPIN. Examples include:

- Additions to the assignment from the interpreter that were not uttered by the LEP client (these are considered extremely risky and are not tolerated under any circumstances)
- Answering interpreting assignments in which others are in the room and confidence can be breached (Non-HIPAA compliant)
- Impolite Behavior (disconnecting calls before the client consents, acting unprofessionally or rudely)

We perform random audits on all of our BPIN partners, and have a team dedicated to investigating every incident reported through our quality assurance portal.

With these procedures in place, our **complaint percentage** for the thousands of calls a day is **less than 0.5%**.

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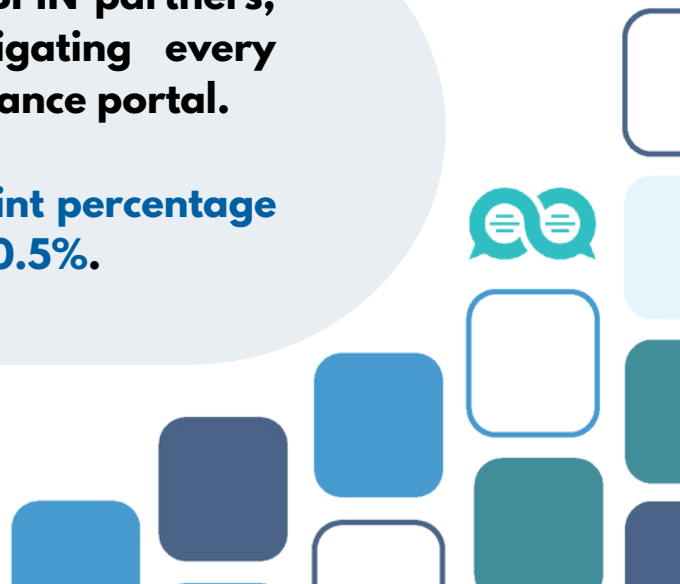
Connections

We host stable, crystal-clear audio and video calls on our platform thanks to our streaming technology. Over stable internet connections, communication will be clear and crisp for everyone involved.

EASY TO USE

Device-agnostic

Boostlingo works on any device. Clients can install the app on a tablet or phone and get connected in just a few taps. The application can also be used through a web browser on any computer.

Open API

With boostconnect, you are able to let your clients connect to a qualified professional interpreter within seconds directly from your own site or from any other API driven web system and platform.

You will be able to offer interpretation delivery solutions remotely over the phone or by video with the possibility of access to the Boostlingo freelance marketplace of over 10,000 professional interpreters across a growing list of over 300 languages.
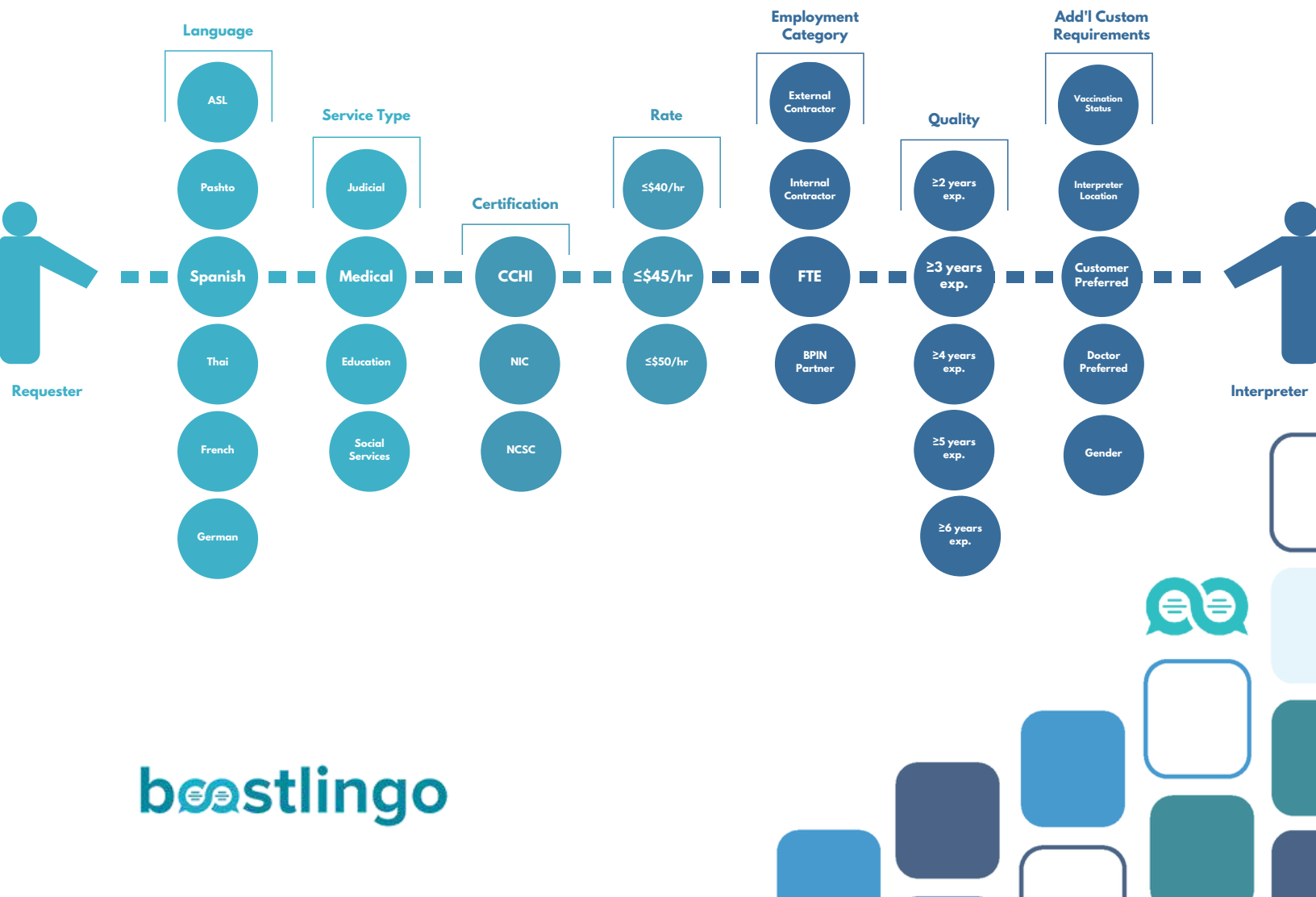
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INTELLIGENT ROUTING

Our call routing system prioritizes your interpreters while increasing the size of your interpreter pool overnight. First, we'll try to connect with one of your providers.

If there's no one available, your client is routed to the Boostlingo Professional Interpreter Network of more than 10,000 interpreters in 300 languages.

Compete with top language service providers without increasing your overhead. Our interpretation network allows you to provide 24/7 service right away — without adding staff.

Language
- ASL
- Pashto
- Spanish
- Thai
- French
- German

Service Type
- Judicial
- Medical
- Education
- Social Services

Certification
- CCHI
- NIC
- NCSC

Rate
- ≤$40/hr
- ≤$45/hr
- ≤$50/hr

Employment Category
- External Contractor
- Internal Contractor
- FTE
- BPIN Partner

Quality
- ≥2 years exp.
- ≥3 years exp.
- ≥4 years exp.
- ≥5 years exp.
- ≥6 years exp.

Add'l Custom Requirements
- Vaccination Status
- Interpreter Location
- Customer Preferred
- Doctor Preferred
- Gender

Requester — Interpreter

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