

Information Bulletin

February 17, 2014

Attention: Board Sponsored Rehabilitation Providers

Subject: Inappropriate Usage of Interpretation Services

It has been brought to our attention that there has been some high and inappropriate usage of In-Person Interpretation Services for some Programs, resulting in questionable costs for these services.

As an example of such costs, we have had cases of workers who attend an OR2 Program at 6 hours/day for 8 weeks and an interpreter was booked every day for this time frame, resulting in interpretation costs alone of over \$10,000. Most would agree that it would make much more sense for an interpreter to be booked only for the core components of the program requiring interpretation (e.g. assessments; orientation; instructions; team meetings; etc.).

To help us responsibly manage these costs, please keep in mind the following when using or booking an interpreter:

- Book at least 24 hours in advance to avoid an “emergency interpretation” surcharge.
- Accurately record the start & end times and the duration of any breaks that were taken on the interpreter’s assignment sheet (WorkSafeBC does not pay for breaks and if it is not recorded that one was taken, we may be inappropriately charged for that time).
- Cancel the scheduled interpreter as soon as possible if it is known that the Worker will not be attending the appointment.
- Book the interpreter only as required, for the core components of the program requiring interpretation.
- When using *Language Line Services* for telephone interpretation, please conference the Worker onto the line yourself. By saying ‘yes’ to the agent’s required question of

whether the user wants the agent to dial out for them, WorkSafeBC is billed an additional "dial out" charge.

Please refer to the "Interpreter Services" section of your Reference Manual for more details. We have also attached the Language Line Services Quick Reference Guide as an easy reference of how to effectively use these Services.

Currently, we have made Interpretation Services easily and directly accessible to Health Care Providers, and would be reluctant to have to change that with more internal controls. We appreciate your efforts to help ensure cost-effective usage of Interpretation Services.

If you have any questions regarding Interpretation Services, please do not hesitate to contact us.

For more information about other health care programs at WorkSafeBC, visit us online at www.worksafebc.com/health_care_providers/