Workers' Comp

Interpretation/Translation Frequently Asked Questions

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2 MIN READ

Why Are Interpretation/Translation Services Used in Workers' Compensation?

Interpretation/translation services ensure injured employees, and their family members, can communicate effectively with health care providers and adjusters. Involving native speakers during the recovery journey reduces misunderstandings and enables injured employees to access necessary treatment and services in a language they are comfortable with.

What Benefits Do Interpretation/Translation Services Offer?

- **Clear Communication:** Ensures all parties understand each other, reducing the risk of miscommunication.
- **Reduced Stress for Injured Employees:** Helps injured employees better comprehend their situation and treatment plans, alleviating stress.
- **Accurate Information Exchange:** Certified translators ensure precise messaging, minimizing errors in treatment and claims processing.
- **Faster Recovery Times:** Prevents delays in care, speeding up recovery and return-to-work processes.
- **Enhanced Coordination:** Facilitates efficient communication and collaboration among all parties involved.

What Interpretation/Translation Services Does Apricus Specialty Solutions Provide?

Translation is usually done in two forms: either by rewriting documents into a given dialect or translating live calls or office visits. Specialty providers can facilitate translations over the phone, in person or offline for documents, and can also arrange video conferences for sign language interpretation.

- **On-site Interpretation**: Physician appointments, physical therapy sessions, Independent Medical Exams (IMEs), Qualified Medical Evaluations (QMEs), Agreed Medical Evaluations (AMEs) and Panel Qualified Medical Evaluator.
- **Instant Interpretation**: Telephonic and video conference.
- **Translation:** Medical records, workplace postings and correspondences.
- **Legal Interpretation**: Depositions, mediations and trials.

How Is Consistency Assured in Interpretation/Translation Services?

Apricus Specialty Solutions strives to assign the same translator to each claim to maintain continuity and build familiarity, enhancing the effectiveness of communication throughout the injured employee's recovery journey.

Why Is It Essential To Coordinate Interpretation/Translation Services Among Multiple Stakeholders?

You need to ensure that everyone involved—health care providers, injured employees, adjusters, and case managers—can communicate effectively about treatment, claims and legal issues. This process isn't always straightforward, as scheduling and aligning everyone's availability can be challenging. By working with knowledgeable translation providers who understand these dynamics, you can set clear expectations from the outset, leading to more efficient claims handling and better overall outcomes for everyone involved.

How Do I Secure Interpretation/Translation Services for My Injured Employee?

Apricus Specialty Solutions offers certified interpreters and translators who are native speakers in over 200 languages, including American Sign Language. With a network of more than 35,000 translators, you can easily access translation services for documents, meetings or appointments. This not only enhances communication but also minimizes costs and supports the injured employee's recovery process.

Whether it's home health, durable medical equipment, diagnostics or another specialty service, Apricus Specialty Solutions offer a one-stop-shop experience to make sure those recovering from an injury get what they need, when they need it.

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