ACCESS CODE OR COST CENTER ID #

1-800-482-8292

TOLL- FREE OR ASSIGNED DID #

Video Remote Interpreting
Quick Reference Guide

Steps to Schedule a VRI Session

Video Remote Interpreting (VRI) is a service that connects individuals with interpreters via video calls, enabling real-time communication across languages, including signed languages. This guide provides a step-by-step process to help you efficiently request VRI services at AVAZA.

1

There are Two Ways to Schedule an VRI Session

1. Fill out an online VRI form on our website at avaza.co/forms. Once on the Client Forms page, locate the VRI Interpreting tab, complete and submit the form.
2. You can also email us directly at vri@avaza.co

2

Submit Your Request

1. Online Submission- Ensure all fields are completed and Submit
2. Direct Email - Add your direct phone number and;
   a. Your Access Code
   b. The Source and Target language(s)
   c. Attach your documents or media

3

We Will Be in Touch!

An AVAZA Team Member will contact you to verify your submission details, coordinate with an Interpreter and schedule your session.

Coordinating Your Session

A member of AVAZA will contact you to verify details and schedule your VRI session. This includes:

- Confirming all session details and special instructions
- Interpreter assignment
- Coordinate and serve as the point of contact for the session
- Ensuring all technology products are in working order prior to the session

Lyngoz VRI Platform: Secure and Seamless Interpreter Integration

Introducing AVAZA's video conferencing platform created specifically for VRI services. Lyngoz VRI is HIPAA and HITECH compliant, available in over 56 languages. You can opt to use other video conferencing platforms, however, for seamless integration with AVAZA interpreters, we recommend using Lyngoz.

For more information please visit https://www.avaza.co/services

Tips and Best Practices

- Ensure all participants appear promptly at the scheduled time.
- Plan ahead to ensure interpreter availability.
- Requesting the language variants your audience speaks (e.g., Latin American Spanish vs. European Spanish) can make for a better user experience.
- Please protect your Access Code(s) from unauthorized use.
- A noise-free space ensures better communication and minimizes technical issues.
- AVAZA conducts a tests our platform regularly prior to ensure smooth technical performance.
- Ensure you have the necessary devices (tablet, laptop, or smartphone with camera and microphone) and conduct tests prior to the scheduled session.
- Specify if specialized interpreters are required (e.g., medical, legal, educational) if needed.

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Video Remote Interpreting

AVAZA LANGUAGE SERVICES

Video Remote Interpreting

Expanded Guidance

Working with interpreters and translators can sometimes be complex. VRI combines the immediacy of in-person interpreting with the flexibility and lower cost of remote interpreting, making it a practical solution for organizations across sectors.

To help ensure smooth and effective collaboration, we've compiled a collection of essential tips and best practices to enhance your experience with AVAZA's Video Remote Interpreting services, ensuring smooth, accurate, and efficient language support.

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For more information please visit https://www.avaza.co/services

Tips and Best Practices

AVAZA LSC offers Video Remote Interpreting (VRI) services designed to provide instant, accessible language support across diverse settings, including healthcare, legal, educational, and social services. Our VRI services bridge the gap for clients needing immediate, visual, and auditory communication solutions for Limited English Proficient (LEP) individuals, the Deaf and Hard of Hearing (DHH) community, and others requiring language assistance.

- When applicable, send any documents that might assist the interpreter in understanding the context.
- Define the expected duration of the session to help with scheduling (e.g., 15 minutes, 1 hour, or longer). Keep in mind we require 30 minute minimums
- Before ending the call, review any agreed-upon next steps or action items to ensure clarity for all parties.
- Confirm that all communication is complete before disconnecting.
- Explain the interpreter's role and emphasize the importance of clear, direct communication through the interpreter.
- Speak directly to the intended participant and try to maintain a natural flow of conversation.
- Allow time for interpretation, speaking in short sentences and pausing when necessary to allow the interpreter to relay the full message accurately.
- Please remember that most sessions are conduct in the "consecutive" mode of interpreting where each participant speaks one at a time, pausing and allowing the interpreter to interpret.
- If you don't wish for the Limited-in-English Proficiency (LEP) participant to know what you've said, don't say it. Interpreters interpret everything that is said, adding or omitting nothing.
- Remember that we do not interpret word-for-word. The goal of the professional interpreter is to accurately interpret the message and tone.
- Know that we are required to be impartial and avoid conflicts of interest in all sessions. Please refrain from asking the interpreter for their thoughts or opinions.