

Brokerage Orientation January 2010

The County Brokers require interpreters to have the following documents on file in order to take a DSHS/MAA assignment:

- ❑ **Signed proof of this Orientation**
- ❑ **Identification badge**
- ❑ **Professional Code of Conduct**
- ❑ **HIPPA Compliance Form**
- ❑ **Confidentiality Pledge**
- ❑ **Self-Disclosure Statement**
- ❑ **Federal and/or state required Tuberculosis skin testing**
- ❑ **Copy of Washington State Drivers' License, Vehicle Registration and Auto Insurance**
- ❑ **Washington State Patrol Background Check (performed annually)**
- ❑ **Copy of DSHS Interpreter Certificate or Authorization/Provisional Letter**

All interpreters must be medically certified to take medical appointments and social service certified to take social service appointments. Interpreters must properly complete a Service Appointment Record, with original signatures in ink, and include a control number for each appointment in order to be paid. Each service appointment is linked to only one Client and one control number.

An Interpreter **shall**:

- a. Wear, or have visible, easy to read personal identification;
- b. Properly identify and announce their presence to a receptionist or other staff person when arriving for a scheduled appointment;
- c. Maintain a clean and neat appearance at all times; be punctual, prepared and dressed in a manner appropriate to the situation;
- d. Be polite and courteous to Clients and others; clients must be treated with respect and in a culturally appropriate manner when receiving interpretation services. (The County Broker will notify Vendors of any known cultural issues significant to providing interpretation services);
- e. Respect and protect client's confidentiality;
- f. Abide by the Code of Professional Conduct;
- g. Immediately withdraw from encounters they perceive as violations of the Code of Professional Conduct;
- h. Meet federal and state health and safety requirements regarding tuberculosis skin-testing and airborne pathogens training.

An Interpreter **shall not**:

- a. Make sexually explicit comments, solicit sexual favors, or engage in sexual activity;
- b. Disclose to any party any information about a DSHS Client for any purpose, other than within the provisions of the Mandatory Reporting Act in cases of suspected abuse or neglect. The Interpreter or Vendor may disclose to the County Broker information relevant to a Client's needs for interpretation services;
- c. Solicit or accept controlled substances, alcohol, or medications from clients;
- d. Solicit or accept money from clients or requestors;
- e. Use alcohol, narcotics, or controlled substances, or be under their influence, while providing services. Prescribed medication may be used by an interpreter as long as his/her duties can still be performed in a safe manner and the Contractor has written documentation that medication will not impact the ability of the interpreter to drive to the appointment or to provide interpretation;
- f. Consume food or beverages or smoke while providing services to the client or the requestor;

- g. Be responsible for client's personal items;
- h. Counsel, refer, give advice, or express personal opinions to clients for whom they are interpreting;
- i. Directly contact clients except to confirm appointments already arranged by the County Broker;
- j. Directly contact requesters except, after the County Broker's normal business hours, to inform a requester of a client need to cancel an appointment;
- k. Market interpreter services to DSHS clients;
- l. Arrange services for clients in order to create business;
- m. Provide transportation for the client to or from appointments, except as provided under the medical transportation program;
- n. Bill for interpreter services provided to the interpreter's own family members;
- o. Deny interpreter services to Clients;
- p. Turn back encounters that he or she has already accepted in order to accept an encounter that will result in greater reimbursement.

I have read and understand the above requirements. The billing process for Brokered appointments has been explained to me.

I understand how to complete the Spoken Language Brokered Interpreter Service Appointment Record (DSHS 17-123) and the Terms/Conditions of NWRC/People For People Contracts.

I have reviewed and understand RCW 74.34, Abuse of vulnerable adults.

Interpreter Signature

Print Name

Date & Time

Orientation Given

- In-person
- Over the phone
- Online

Brokerage Orientation 1-10.doc/interpreter resources