

Boostlingo Interpreter Code of Conduct and Specialized Type Requirements

1. Interpreters using the Boostlingo Unified Platform for interpretation services must follow all privacy regulations. 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 This information will not be published, communicated or disclosed to any person or organization outside of the assignment.
2. Interpreters using the Boostlingo Unified Platform who are designated as Medical Interpreters must provide evidence of current HIPAA compliance.
3. Interpreters using the Boostlingo Unified Platform will, to the best of their ability, provide the most accurate interpretation without altering, adding to, or omitting anything stated during the assignment.
4. Interpreters using the Boostlingo Unified Platform 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.
5. Interpreters using the Boostlingo Unified Platform will refrain from participating in assignments that are outside their professional skills, language fluency, or level of training.
6. Interpreters using the Boostlingo Unified Platform will not conduct assignments for which they do not have certification.
7. Interpreters using the Boostlingo Unified Platform 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 NAME 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.
8. Interpreters using the Boostlingo Unified Platform 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.
9. Boostlingo and Boostlingo's authorized partners will test each interpreter for technological success, validate current certifications where they may be required, and ensure compliance with HIPAA.
10. Boostlingo authorized employees and Network Partners will perform random test calls with interpreters to test their adherence to protocol and online professionalism as well as technological success factors.
11. Interpreters Using the Boostlingo Unified Platform will stay up-to-date with the latest professional standards and protocols.
12. Boostlingo cloud network partners may provide further Code Of Ethics and compliance conditions above and beyond Boostlingo recommendations.
13. Boostlingo recommends that all interpreters in the Network familiarize themselves with a number of 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. Boostlingo recommends the following documents.
 - a. IMIA Code of Ethics <http://www.imiaweb.org/code/>
 - b. The National Council on Interpreting in Health Care Working Papers Series <https://www.rwjf.org/content/dam/farm/toolkits/toolkits/2004/rwjf26946>
 - c. Standard Practice for Language Interpreting <https://www.astm.org/Standards/F2089.htm>
 - d. NATIONAL STANDARDS OF PRACTICE for Interpreters in Health Care <http://www.cchicertification.org/images/pdfs/NationalStandardsOfPractice.pdf>
14. **Boostlingo has specialized types of permissions for Medical and Legal Interpreters:**
 - a. To be qualified to take medical assignments, interpreters must provide valid proof of HIPAA compliance

- b. Medical interpreters must provide proof of medical interpreting training (at least 40 hours—ie Bridging the Gap or Equivalent)
 - c. Medical interpreters must provide proof of 3 years of experience in medical interpreting field
 - d. Legal interpreters must provide proof of 3 years experience in legal interpreting field (types of certificates and documentation varies state by state, so we refer to this map, created and updated by the National Center for State Courts for court certified interpretation:
<https://www.ncsc.org/Services-and-Experts/Areas-of-expertise/Language-access/Resources-for-Program-Managers/LAP-Map/Map.aspx>
15. **Certification Screening and Approval for RID Interpreters:** ASL Interpreters must provide documentation confirming that they are nationally certified through the Registry Interpreters for the Deaf (RID). RID offers a variety of certifications, both generalist and specialized, that can be obtained only after meeting strict requirements, including ethical decision-making, and passing both written and performance exams. Before an interpreter is enabled to take calls, Boostingo Backstop teams verify that the interpreter is certified by the RID. All national certified interpreters are required to maintain certification through continuing education, including a minimum 80 hours of professional development over four years. As certified providers, each interpreter adheres to the RID Code of Professional Conduct, which emphasizes confidentiality and behaving in a professional manner as dictated by and appropriate for video interpreting.