Questions to Ask Potential Providers

These questions are designed to help organizations evaluate AI Interpreting solutions. By asking these questions, organizations can make informed decisions about implementing automated interpretation while ensuring quality, compliance, and safety.

1 Quality Assurance and Performance Evaluation

- What is your quality assurance process for AI-generated interpretation?
- How is the accuracy of AI interpretation measured and validated?
- Do you conduct regular performance evaluations for each language supported?
- Are test calls available to assess AI performance before implementation?

2 Language Support and Dialect Adaptation

- What languages are available for bi-directional interpretation?
- How do you evaluate the accuracy and reliability of each language?
- How does your AI handle regional dialects, accents, and localized variations?
- What is your approach to rare or low-resource languages, where training data is limited?

3 Human Escalation and Backup Support

- Can users escalate to a human interpreter when needed?
- Does the technology recommend escalation, or must users manually request it?
- Are human interpreters available across all languages, and what are their qualifications?

4 Compliance with Industry Standards and Regulations

- How does your AI solution comply with HIPAA, GDPR, and other data privacy laws?
- Does it meet the National Code of Ethics and Standards of Practice for Interpreters in Health Care?
- How does your solution align with Section 1557 of the Affordable Care Act, which requires human review for critical interpretation scenarios?

For more information, please visit www.LanguageLine.com, call (800) 752-6096, or email CustomerCare@LanguageLine.com

5 **Data Security and Confidentiality**

- Does the AI record interpreted sessions? If so, where is the data stored, and for how long?

- What security measures are in place to protect sensitive information?

- Who owns the data, and how is it used by your organization?

6 **Error Handling and Accountability**

- What mechanisms are in place to identify, track, and correct interpretation errors?

- Can users report AI misinterpretations, and how is feedback incorporated?

- If an error results in miscommunication with legal or medical consequences, who is held liable?

7 **Bias and Cultural Competency**

- How does your AI detect and mitigate bias in language, dialect, and speech patterns?

- Has your AI undergone bias audits, and what were the results?

- How does your system handle cultural nuances and contextual meaning beyond direct translation?

8 **Workflow Integration and User Experience**

- How does the AI integrate into existing workflows and technology platforms?
- What training and support are provided to ensure seamless adoption?
- Can end-users provide feedback on AI performance, and how is that feedback used?

9 **Future Development and Continuous Improvement**

- How is the AI updated with new medical, legal, or industry-specific terminology?
- What is the process for improving accuracy and expanding language support over time?
- Do you offer customization options based on an organization's specific needs?

Let's Talk AI Interpreting Solutions

We invite you to contact LanguageLine to discuss opportunities for your organization to safely and responsibly implement automated interpretation.

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