



Consumers are always concerned about the cost of interpreters.

Below is a list of suggested strategies and scripts that may be beneficial during this difficult conversation.

This list was developed by participants of “How to Request & Justify a Deaf – Hearing Team: Front line Strategies.” ~ 2019 RID National Conference

Strategies

- Ask agencies to develop a team rate. The team rate is \$xx per hour.
- Flat rate for service that will be ongoing. Used often for performance interpreting.
- Agree to accept a lower rate for the first few appointments. After success is obvious, go back to typical rates.
- The hearing interpreter can accept a lower rate the first few appointments to offset some of the costs. After success is obvious, go back to typical rates.
- Pointing out the quicker recovery because everyone had the correct information, the fewer follow ups due to all having accurate facts, saved money in the long run, protects all involved.

Scripts

- “This specific Deaf individual requires a team for language access.”
- “It will be more cost effective than having several meetings for clarification.”
- “Your legal obligation to provide equal access to communication outweighs your financial concerns.”
- “The ramifications of not bringing in a tandem would be fiscally prohibitive. The short term investment will pay off in the end.”
- “Ensuring the patient has a full understanding by utilizing an interpreter that specializes in their specific linguistic needs will minimize repeat appointments and ensure you have the most accurate information so you can provide appropriate care at the initial appointment.”
- “The monetary benefit of avoiding a future lawsuit outweighs the upfront expense.”