



MS. FLOWER'S

Interpreters & Translators LLC

Interpreter Policies and Procedures

NEVER GIVE YOUR PERSONAL CONTACT INFORMATION (PHONE NUMBER) TO THE PATIENT, CLINIC, OR APPOINTMENT REQUESTOR.

Before the Appointment

- Make sure you know where you are going. Please use GPS if you need to. Research your destination before you take off, or leave yourself plenty of time to locate your appointment.
 - If there is a phone number and a note to remind your patient/client of their upcoming appointment, please use it the day before the appt. Medical appointments almost always have a phone number. School appointments may have a phone number. If there is no phone number, there is no need to remind them.
 - If your patient has still not responded to you by 7pm, please notify the office how many times you tried. Please try *at least 3-5 times* before calling us.
1. ARRIVE 5-10 MINUTES EARLY AS A COURTESY TO THE CLINIC AND PATIENT.
 2. Wear your ID badge. INTRODUCE YOURSELF TO THE FRONT DESK.
 3. GET FOLLOW UPS!
 - If clinic gives patient a “Follow Up Appointment Card”, take a **picture** and text it to us with a patient name **while you are still at the clinic, before you get voucher signed, before you put your time out, and before the last word is spoken.* In other words, sending the follow up card should be the last thing you do next to putting time-out and getting signatures. Please also text a short summary of what the Provider/Dr. told the patient. If the patient is referred to more services by another provider, send that information in a text also.
- CELL PHONE USE: Please do not use your cell phone while you are on the job unless it is for follow ups and appointment details, or if you have having trouble at that particular appointment.

Highly Suggested Dress Code

No jeans, shorts, T-Shirts, or pull over sweatshirts or tennis shoes. No heavy smelling cologne due to workplace allergies. Clinics have asked that interpreters are not showing facial piercings or offensive body ink.

When interpreting in a legal setting; (courtroom or attorney's office), men please wear slacks, a long sleeve button-down shirt and a tie if possible. The shirt should be properly tucked into the trouser for the professional look. Ladies, please avoid wearing exposing clothing articles. Wear clothes which fit you best. Don't wear too tight or loose clothes. Never wear low-neck blouses to work. Blouses with deep back or noodle straps are restricted in the workplace, as well as transparent clothing.

After the Appointment

DO NOT TIME OUT UNTIL THE LAST WORD HAS BEEN SPOKEN.

- Get follow ups (medical). Again, PLEASE TAKE A PICTURE AND TEXT IT BACK TO US **WHILE YOU ARE STILL AT THE CLINIC.**
- Get signatures on Voucher (medical L&I appointments, please make sure receptionist gets NPI number)