



Working With an Interpreter

— A Quick Guide —

Whether your conversation is supported by a human interpreter or by our AI interpreter, a few simple habits make the exchange clear and comfortable for everyone. The basics below apply every time — plus a few quick tips for whichever option is in use.

EVERY CONVERSATION STARTS HERE

- Explain how the AI interpreter will be used before you start — especially for first timers.
- Speak directly to the person you're communicating with — not to the interpreter.
- Speak in short, complete thoughts, then pause to allow the interpretation.
- Use plain language and explain jargon or technical terms when you need to use them.
- Cover one topic or question at a time.
- Confirm understanding on anything important: "Can you tell me what you understood?"
- Don't say anything you don't want interpreted. Everything spoken will be conveyed.
- If the interpreter pauses for clarification or misspeaks, stop and repeat the last part.

Working With a Human Interpreter



- Speak naturally — keep a normal volume and pace without raising your voice.
- Let the interpreter interrupt if something needs clarifying.
- Expect note-taking when details or technical terms come up.
- Trust the interpreter to convey tone, culture, and context alongside the words.
- Avoid having bilingual staff interpret while performing their regular duties.

Working With Our AI Interpreter



- Speak one at a time — overlapping speech confuses the system.
- Pause at the end of each turn so the system knows you're finished.
- Talk to each other, not to the AI. It's a language tool, not an assistant, and won't reply.
- Restate mismatched replies immediately rather than pushing forward.
- Use a quiet space with a stable connection for the best results.

Note: Your provider or staff member selects the right option, AI or human, for each conversation. Either way, these habits help everyone get the most out of it.

