



Telephonic or Video Remote Interpreter Scheduling Quick Tips

Telephonic and video remote hearings present new challenges, and effective communication with interpreters helps to ensure a smoother process. Remember that interpreters work with many different courts, and telephonic/video practices vary from location-to-location.

 Telephonic Hearings	 Video Remote Hearings
<ul style="list-style-type: none">• Specify who calls whom - whether the interpreter should call the court, or the court will call the interpreter.• Provide the interpreter with the main number, and an alternative number in case of disconnection.	<ul style="list-style-type: none">• Specify which web platform the court will be using.• Provide the interpreter the link or invitation and password.• Provide the interpreter with a phone number to call in the event of disconnection.

+ For All Telephonic and Video Remote Hearings



Backup plan: Explain what to do if there is a disconnection or malfunction – Call the court? Immediately call or log back in again?



Timing: Clarify when the interpreter needs to call in or log-on. Either at the start of the hearing, or earlier for testing or other purposes.



Documents: If there will be documents that will be read or reviewed during the hearing (statement of rights, plea form, motions, etc.), please send copies to the interpreter ahead of time. This provides the interpreter an opportunity to print it, review it, and be better prepared for interpreting the contents at the hearing.



Signing Documents: If your court uses a particular application to sign documents, provide instructions to the interpreter prior to the hearing.



Testing: If the court hasn't used interpreters in remote hearings previously, or if the interpreter has not previously used the court's web platform, consider setting up a testing session prior to the hearing to identify and resolve any potential problems.

Questions the interpreter might have for you:

- **Will I get paid from the moment I log-on (or call-in)?** This question may arise if they are required to log-on (or call-in) ahead of time.
- **How long is the assignment?** There are many different practices for scheduling from court-to-court, and this can be helpful for interpreter managing multiple assignments within the same day.
- **How and to whom do I submit the invoice?**
- In the event of a **long telephonic or video remote hearing** (motion hearing or trial), **who** is the other interpreter I will be teaming with? **How will we be able to communicate** with one another during the hearing?