

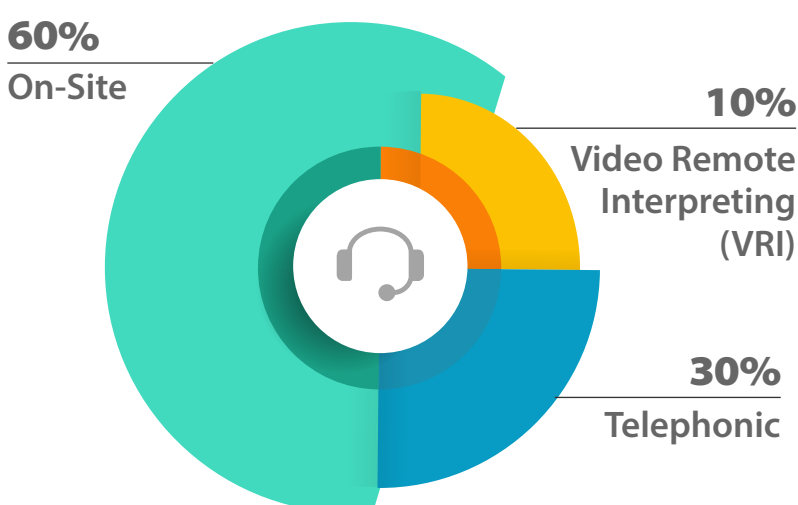


# How Claims Professionals Prefer to Collaborate with Interpreters

MTI America surveyed adjusters, nurse case managers, and attorneys to determine their preferred interpretation type for an appointment and the challenges they face with interpreters.



## What is your preferred interpretation type for an appointment?



### Why Most Prefer On-Site

**73%**  
*Prefer face to face*



**18%**  
*Client or injured worker request on-site*



**9%**  
*Not confident in using technology*



On-site interpretation has been challenging due to the pandemic, but Video Remote Interpreting (VRI) provides face-to-face interpreting without someone physically present. Our survey shows that claims adjusters and nurse case managers have been slow to embrace VRI.

### Why Telephonic

**100%**  
*Easy to Use*



### Why NOT VRI?

#### 1 out of 10

**Nurse case managers and adjusters** are using VRI. There is a lack of knowledge surrounding the technology that supports VRI which makes them uncomfortable. **Book a demo with MTI!** [mtiamerica.com/VRI](https://mtiamerica.com/VRI)

#### 9 out of 10

**Attorneys** use video remote interpreting (VRI). Due to COVID, most attorneys use VRI for depositions, mediations, recorded statements, and more.

#### Benefits of VRI

- ✓ Clients access video remote interpreting services using a phone, tablet, or computer.
- ✓ Professional, easy-to-use interface with clear, high-quality video and audio feed. *Just as easy as picking up the phone.*
- ✓ On-demand connection to an interpreter in just moments.
- ✓ Lowers the cost of care by strategically allocating resources.
- ✓ Video interpretation allows all parties (*injured worker, interpreter, attorney, adjuster, employer, etc.*) to see facial expressions which can be used to confirm understanding and deepen interpersonal connections.

## Top Challenges Claims Professionals Face with Interpretation

**37%** of survey respondents cited the success fulfillment rate as a top challenge surrounding interpretation services.

The **second-ranked challenge** was the speed of connection.

Respondents indicated other **challenges** such as the **accuracy of the translation** and the **need for certified interpreters**.

## MTI Advantage

**99%** on-site success fulfillment rate

Rest assured MTI has you covered there with a **6 second Spanish connection time** and **20 second connection time** for the other top 9 languages.

At MTI America, our goal is accuracy, and with our extensive network offering **240+ languages**, we aim to assign an interpreter in the same demographic region as the injured worker. Many of us use local idioms, slang, and jargon when we speak, so this demographic pairing improves the interpretation experience.

MTI offers in house and certified legal interpreters, and with over 28 years of industry experience, we've got the expertise, technology, and experience in place to get the job done promptly and correctly every time.



For more information, visit [mtiamerica.com/LanguageServices](https://mtiamerica.com/LanguageServices)