



It is my pleasure to present yet another outstanding ISP Company. A+ Interpreters LLC from Vienna, VA. This interview was conducted with Timothy Worster President of A+. Happy first Birthday to A+. A very inspirational interview.

Cynthia M. Schenck  
CEO Medical interpreters of the North Shore  
IMIA Board Director  
IMIA ISP Division Journalist

1. Tell me about your business, how/why/when did it begin?

My business partner and I have always wanted to give back to our communities because of our faith. This was a way for us to make a real impact in our community and to give back to this nation for being so hospitable to people coming from other countries. It is an honor for us to be able to provide our services. April 2, 2011 was our official start date. We are one year old this month.

2. What is your core business (primary product or service) and who is your consumer?

Our primary focus is medical interpretation and our primary customers are hospitals. Our other primary focus is education as we are a licensed provider of the Bridging the Gap medical interpreter training course. The medical field is a field that makes our interpreters feel really good about what they do. We also offer telephonic interpretation, on-site interpretation, translation, education and language tutors, ESL instruction, as well as legal, business and media interpretation.

3. What is the greatest challenge A+ faces in providing consistent and competent quality service?

Recruitment and has been a challenge. Starting January 1st, we began to require 40-hour medical interpreter training from our new applicants and our current pool of interpreters. That may have caused less interpreters to apply with us because we do require that they either have the 40-hour course or that they take the one that we offer. We face the challenge of experienced interpreters not being interested or available to obtain the 40-hour training. There are interpreters who have 10 years of experience for example, and no 40-hour training. We have had to refuse these interpreters because of the new criteria. We do agree that the standard is a must for this field and we are glad it has been mandated. We started to offer classes on the weekends for those with busy schedules. This has helped us recruit more interpreters in recent months.

4. How does A+ recruit interpreters?

Referral is the main source, and Internet advertising.

5. What type of training do you require of your interpreters?

Bridging the Gap or an equivalent 40-hour intensive medical interpreter training course, national certification by 2014.

6. What are your most frequently requested languages?

Amharic, Arabic, Korean, Mandarin and Spanish.



7. What technology has A+ found most effective in managing business?

Having a fully automated office. Our computer hardware and software are the most up to date and we plan to update regularly.

8. What specifically have you done to enhance and improve the sector?

A+ has a scheduling system that is one of the fastest in the area. Our customers have complimented us on our ability to provide confirmations at record speed.

9. Has A+ had the opportunity to give back to the community?

Not yet. We are just now coming out of our first year of business. We are now planning for future charitable work and contributions.

10. How do you see your role within IMIA as an IMIA ISP member?

We have not yet been able to explore our membership with the ISP division, but plan to participate in future meetings such as the ISP certification webinar in May.

11. Is there anything else you would like to share about A+?

We are very happy to be a part of the IMIA community.