



It is my pleasure to present this interview with Doug Reed of Accipio Interpreter Services in Lexington Kentucky.

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

Accipio Language Services was formed in 2005 in Lexington, KY. At that time, there was a growing Spanish-speaking population in our state. The founder, Doug Reed, had a background in healthcare technology and saw an opportunity early on to provide interpreting and translation services to healthcare and social service organizations.

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

Interpreting and translation services. We provide service in approximately 20 languages and cover most of the state of Kentucky. Our focus is still on healthcare and social services but we do the occasional court, government or general business appointment.

3. What is the greatest challenge Accipio Language Services faces in providing consistent and competent quality service?

At times it can be challenging to find qualified interpreters for languages of lesser diffusion. Fortunately, we currently have a stable team of very good, experienced interpreters for most of the languages we are likely to encounter.

4. How does Accipio Language Services recruit interpreters?

For Spanish, it's typically word of mouth. We've been around for quite a while now and people know us so we get a steady flow of resumes. For languages of lesser diffusion, we work with agencies like Kentucky Refugee Ministries to identify qualified interpreters in those communities.

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

We love to get resumes from interpreters who have attended Bridging The Gap or a similar training course. For those who have not but have the other requisite skills, we have an internal training program. We do encourage our staff to enroll in Bridging The Gap as soon as possible.

6. What are your most frequently requested languages?

Spanish, Arabic, Nepali, Swahili, Japanese and Mandarin



7. What technology has Accipio Language Services found most effective in managing business?

We use one of the standard accounting software packages for managing payroll and billing. It's not perfect but can be tweaked to meet the unique needs of this business. We use an online calendar for managing the schedule.

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

We are proud to be one of the first and largest language services companies in the state of Kentucky. In spite of the challenges inherent in managing a fast-paced, dynamic company, we continue to grow by significant margins every year. We think that speaks volumes. Our clients are our biggest cheerleaders. One of our hospital clients told me recently that we are the only vendor that she can't say one negative thing about. That makes me very happy.

9. Has Accipio Language Services had the opportunity to give back to the community?

Yes, we donate to hospital foundations and provide auction items to various local fundraisers.

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

Honestly, we just joined last year and attended the conference for the first time back in January. We are still getting our feet wet here but look forward to expanding our role within the organization.

11. Is there anything else you would like to share about Accipio Language Services?

We encourage all IMIA members to contact us if you ever find yourselves in Kentucky. We're proud to display our Bluegrass state staples of horses, bourbon and basketball!