

Certified OPI Interpreters with a Push of a Button

As a reliable healthcare provider, you have been partnering with an interpretation service provider to offer your customers/patients a seamless communication experience, regardless of the language they speak. So, on admitting a patient who spoke Arabic only, your trained medical staff confidently requested a medical OPI interpreter in order to start taking the patient's medical history.

The interpretation service provider did swiftly assign an over-the-phone interpreter with medical expertise and fluency in source and target languages; however, the communication process didn't seem to be going on the right track: the patient showed cues of frustration, and the call ended abruptly without getting the required medical info.

But how did the meaning get lost in interpretation?

The medical interpreter assigned, though fluent in Modern Standard Arabic (MSA), doesn't fully comprehend nor fluently speak the patient's dialect—since some Arabic dialects are mutually unintelligible—resulting in miscommunication, frustration, and delay in providing the core service: Healthcare.



A qualified interpreter, especially in critical industries, such as healthcare, legal, and finance should be fluent not only in the language pair but also the specific dialect and language varieties, acting as a cultural liaison, bridging communication gaps for a smooth interaction with your customers.



Entrust Tansbridge as your communication bridge in multilingual interactions, and avoid the common pitfall of hiring interpreters whose language mastery or subject-matter expertise doesn't match your exact requirements.

What Makes Transbridge your Reliable Partner for Over-the-Phone Interpretation Services?



On-Demand Phone Interpreting in 250+ Languages

Be it a lawyer-client meeting, a doctor's visit, a telehealth appointment, an emergency medical case, or a business inquiry call, Transbridge offers real-time, unrivalled-quality over-the-phone interpretation services in rare and common languages, covering almost all Middle-Eastern, European, Asian, and African languages.

Regardless of the time zone that you are in or what hour of the day it is, Transbridge professional OPI interpreters are ready to receive your call and support you with your communication needs, ensuring immediate connectivity with your multilingual customer base whenever and wherever they are, delivering customer satisfaction with every interaction along your customer's journey.

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Instant Access to a Huge Global Network of Certified Interpreters

Serving as a convenient, cost-efficient interpretation solution, specifically in urgent business situations with tight deadlines and emergency medical cases, over-the-phone interpretation services have been in high demand.

Based in a cultural melting pot: Dubai, UAE, Transbridge extends its interpretation service in UAE and all GCC countries to a global reach connected through a huge network of certified OPI interpreters, allowing us to assign the best qualified interpreters with industry-specific knowledge within seconds from receiving your request. With our scalability, automated workflow, and innovative technologies, expert OPI interpreters are at your fingertips, supporting your multilingual communication needs 24/7.

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Affordable, Transparent, Customer-Centric Pricing.

Depending on whether you constantly need OPI interpreters or your needs for over-the-phone interpretation services are a bit unpredictable or intermittent, we tailor our OPI solutions to best match your budget and requirements: For your intermittent OPI needs, you can select a flexible, on-demand, pay-as-you-go model, where charges are paid only for actual interpreting time, eliminating wait fees, with no contracts required, or opt for a contract-based model for consistent OPI needs and enjoy cost-efficient, competitive rates. In both pricing models, we guarantee transparent, customer-centric pricing with no hidden fees.

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Quality-Driven, Industry-Specific Remote Interpreting

Professional interpreters possess a unique skill set that enables them to meet the multi-faceted challenges of interpretation: Unlike translators who have enough time to revise and can easily access dictionaries/glossaries, interpreters are required to achieve total accuracy in real-time without missing the tiniest detail of the original (source) speech; in addition to the challenge of making split-second decisions while ensuring the right meaning is always delivered, OPI interpreters need to convey the message without any visual perception of facial expressions and body language.

How Transbridge selects qualified OPI interpreters to rise up to over-the-phone interpretation challenges?

Ø Our certified interpreters are excessively scrutinized. Only interpreters with proven record and extensive expertise join our team.

Ø All interpreters are extensively trained to smoothly manage stressful calls while maintaining empathy and absolute impartiality and to effectively handle the many elements that factor into interpreting quality, including sound quality, fast rate of speech, background noise, speech defects, etc.

Ø Our OPI Interpreters are subject-matter experts with profound knowledge of your specific industry and adept at crossing cultural barriers.

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Absolute Confidentiality and Data Protection

We understand the importance of confidentiality in sensitive conversations such as drug trials, contract negotiations, court trials, and emergency care. We make certain that all information shared during the interpretation process remains highly confidential: Our interpreters sign NDAs and receive intensive onboarding and ongoing trainings to make sure they strictly adhere to confidentiality protocols.

At Transbridge, we take data protection very seriously: all personal and confidential data are encrypted and safeguarded in compliance with the principles of the Data Protection Act.

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How can TransBridge customize OPI solutions to bridge the language gap in your specific industry?

Healthcare Solution

Transbridge focuses on closing the communication gap between healthcare providers and patients. Our on-demand medical interpreters exhibit patience, empathy, and understanding, handling sensitive topics professionally and compassionately while ensuring a clear and accurate exchange of information.

Trust our extensive expertise in serving the healthcare sector to reduce readmissions, ensure compliance, enhance healthcare staff efficiency and elevate patient outcomes.

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Legal Solution

Clarity and precision are integral to any communication in the legal industry. Our skilled legal interpreters adeptly convey technical legal language, ensuring impartiality and confidentiality in legal interactions. Transbridge's legal interpreters are certified and extensively trained, leaving no room for errors or misunderstandings in critical settings such as legal consultations, court hearings, interrogations, and arbitrations.

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FAQs

When should I opt for over-the-phone interpretation?

Over-the-phone interpretation can be the most convenient, most affordable interpretation solution in a variety of scenarios, especially when you need to speak to someone immediately: take advantage of the flexibility of over-the-phone interpretation in short, urgent conversations such as collecting insurance data, emergency care calls, and sharing medical test results. The most important advantage of OPI is that it allows interpretations to take place in very remote places: you can speak to your customers anytime, anywhere, with no equipment needed: all is needed is a phone, making interpretation literally one click away. However, if you expect very lengthy conversations with multiple participants or interactions requiring face-to-face communication, consider other modes of interpretation: Consecutive, Simultaneous, and Video Remote Interpretation

How can I use Transbridge OPI interpretation services?

To start using Transbridge over-the-phone interpretation services, all you need to do is just to set up your account. Upon registration, a dedicated account manager promptly assigns your request to a professional, certified OPI interpreter whose subject-matter expertise best matches your industry and requirements. Once registered, you will have an instant access to a wide pool of qualified OPI interpreters: you can choose a male or a female interpreter depending on your preference; the interpretation process starts immediately after greetings and identity verification checks, and charges are paid only for actual interpreting time, eliminating any additional fees.

How can I choose the right OPI interpreter?

A clear, smooth communication experience involving multilingual participants is hinged on choosing the right interpreter. When selecting the right OPI interpreters, you need to make sure they are not only bilingual but also experts in the subject matter or your specific industry, be it medical, legal, finance, government, etc. Always choose interpreters who are certified and have years of experience with a proven track record to avoid any miscommunication and make sure they adhere to strict confidentiality. Rely on Transbridge as your language service provider to lift the burden of interpretation operations off your shoulders. With an extensive language list and a robust quality assurance process, we bring the utmost level of professionalism and confidentiality to every over-the-phone interpretation request we undertake.