

Submitter: Kimberly Hamm  
On Behalf Of: AMN Health Care  
Committee: Senate Committee On Health Care  
Measure: SB829

My company takes on the vital administrative duties this bill is aiming to give to the state; including but not limited to:

- Recruiting of qualified interpreters
- Vetting of interpreters
- Training of interpreters
- Human Resource support
- Management of Payroll, full benefits packages, rewards programs
- Scheduling and staffing to meet on demand customer needs in a multitude of languages
- Technical equipment provision and maintenance on all end points
- Quality assurance and oversight
- Community outreach

The list could go on. Not all interpreters want to be onsite independent contractors, not all LEP or Deaf or Hard of Hearing patients want local onsite interpreters who are in their social circles (loss of privacy) and not all who live in rural areas have access to local interpreters in their languages. It is naïve to think a small group of Spanish interpreters can cover the entire state of Oregon's immense language access needs.

Remote interpreters are vital to ensuring that all citizens of this country and the state of Oregon have immediate communication access to their healthcare encounters (many that are unplanned).

There are millions of remote sessions that take place each year in Oregon; 24/7, and it is a well-oiled machine, it requires all of the language companies, and thousands of qualified medical interpreters to meet that need and our LEP citizens deserve us to continue progressing this immediate access process, not rolling back to a less efficient, cumbersome proposed system that only benefits a few.

Because I care deeply about the linguistically and culturally diverse communities

across Oregon and our country, and want to ensure they continue to have full agency in their healthcare encounters, I strongly oppose this bill and its's amendments.

Thank you for your time and attention to this concerning matter!