

ASL Interpreting Quick Reference Guide

Heritage Interpreting | State of Indiana QPA Partner

Section 1 — Choose the Right Service

Situation	Best Option
Planned meeting or appointment	Scheduled Interpreting
In-person interaction	On-Site Interpreting
Virtual scheduled meeting	Scheduled VRI
Immediate, short interaction	On-Demand VRI

When in doubt: schedule in advance for best results

Section 2 — Quick Decision Tool

Ask yourself:

- Is this planned? → Schedule it
- Is it complex or important? → Schedule it
- Is it immediate and short? → On-demand

Most situations are best handled with scheduled services

Section 3 — What to Include in Your Request

Always provide:

- Date & time
- Expected duration
- Location or virtual platform
- Type of setting (medical, legal, workplace, etc.)
- Any relevant details or materials

More detail = better interpreter match

Section 4 — Timing Guidelines

Service Type	Recommended Notice
On-Site	3 - 5+ business days
Scheduled VRI	3 - 5+ business days
On-Demand	Immediate

Section 5 — Key Reminders

- Most assignments over 1 hour require a team of 2 interpreters
- Services are billed based on the scheduled time
- Additional time beyond the scheduled duration is billable
- Early requests increase quality and availability

Section 6 — Common Mistakes to Avoid

- Using on-demand for scheduled meetings
- Booking too late for complex assignments
- Not providing enough detail in the request
- Underestimating appointment duration

Section 7 — Need Help?

Not sure what to request?

We'll guide you.

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www.heritageinterpreting.com

800-921-0457 (Yes! You can text this 800 number!)

The majority of our team is Deaf. Email is the preferred method of communication.