

Get ID# of interpreter

Accessing a Medical Interpreter

Using Any Phone

- Dial **1-800-481-3293** to access the interpretation services.
- When prompted, enter your 9-digit account number:
- At the second prompt, enter your 4-digit PIN number:
- Say the language you need.
- Select if you would like to add an additional person to the call.
- When the interpreter comes on the line, give the interpreter a brief explanation of the call.

Additional Person Anytime Option

With this option, in addition to having the interpreter and the patient on the call, you can conference in another person. You can also use this option to make outbound calls to a patient with the interpreter on the line with you.

To add the additional person at the start of your interpretation session:

- Press "1" when prompted if you would like to add an additional person to the call. Follow the prompts to enter the person's phone number.
- When the interpreter greets you, say you are adding an additional person. Give the interpreter the name of the person you are calling and the purpose of the call.
- Press "1" when you are ready to connect the additional person to the call.

To add an additional person when the interpretation session is already in progress:

- Press *8 to be prompted to enter the additional person's phone number, or ask the interpreter to add the additional person for you.

Working Effectively with a Medical Interpreter

- Allow the interpreter to greet you and to provide an interpreter ID number.
- Write the interpreter ID number in the patient's file or progress notes for documentation.
- Provide the interpreter with a brief explanation of the call.
- Allow the interpreter to introduce him/herself to the patient.
- Speak directly to your patient and make eye contact.
- Speak in the first person.
- Use short but complete phrases.
- Avoid slang, jargon or metaphors.
- Allow the interpreter to clarify linguistic and cultural issues.
- Remember that everything is repeated and kept confidential.

Identifying Your Patient's Language

This chart reads, "Do you speak [language]?" Show this chart to your patients and have them point to their language.

Arabic	هل تتكلم اللغة العربية ؟
Bengali	আপনি কি বাংলা বলতে পারেন?
Bosnian	Govorite li Bosanski?
Cambodian	តើអ្នកនិយាយភាសាខ្មែរ ឬទេ?
Cantonese	您講廣東話嗎?
Chinese	您讲中文吗?
Farsi	آیا شما فارسی صحبت میکنید؟
French	Parlez-vous français?
Haitian Creole	Èske ou pale Kreyòl?
Hmong	Koj puas hais lus Hmoob?
Italian	Parlate italiano?
Japanese	日本語を話しますか。
Korean	한국어 통역이 필요하십니까?
Mandarin	您讲普通话吗?
Polish	Czy mówi Pan/Pani po polsku?
Portuguese	Você fala português?
Russian	Вы говорите по-русски?
Somali	Af Soomaaliga ma ku hadashaa?
Spanish	¿Habla español?
Vietnamese	Ông/bà nói tiếng Việt phải không?

For 24-hour assistance call Client Services at 800-481-3289.

www.cyracom.com

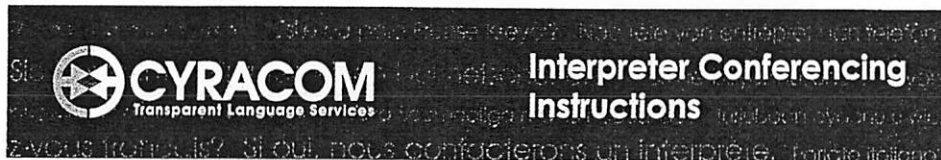
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Interpreter Conferencing Instructions

Receiving INBOUND Calls

1. Ask patient to hold/wait a moment.
2. Press **TRANSFER** or **CONFERENCE**.
3. You will get a dial tone and patient is placed on hold.
4. Dial **1-800-481-3293** (You may need to dial **9** first).
5. Enter your Account Number, 501017859.
6. Enter your PIN number, 2780.
7. Say the language you want.
8. Confirm your language.
9. When asked if you want to add an additional person, say **"NO"**.
10. When the interpreter comes online tell them your name and that you are conferencing the caller in.
11. Press **CONFERENCE** and all parties will be connected.



Placing OUTBOUND Calls

1. Dial **1-800-481-3293** (You may need to dial **9** first).
2. Enter your Account Number, 501017859.
3. Enter your PIN number, 2780.
4. Say the language you want.
5. Confirm your language.
6. When asked if you want to add an additional person, say **"YES"**.
7. For Domestic calls, press **1**, for International calls, press **2**.
8. Enter the number you want to reach. (It will not immediately dial.)
9. When the interpreter comes online state the name of the person you are calling, or give them instructions for leaving a message.
10. Dial **1** to make the call.

If you need Client Services assistance, please dial 1-800-481-3289.