



Guide to Using the Telephone Interpreting Service

- Dial **844-340-2763**
- You will hear an automated system answer and say "For Spanish press 1, for all other languages press 8." If you select 8, the system will ask you to state the language needed.
- The call will then be connected to your interpreter who will ask for the **six digit access code** assigned to your office. The interpreter will then be ready to assist you.

IMPORTANT NOTE: To the extent possible, preschedule telephonic appointments. Call the above number to preschedule. Unforeseen nationwide surges may create longer queue times than desired.

TIPS FOR WORKING WITH TELEPHONE INTERPRETERS

1. Brief interpreter prior to conversation
2. The interpreter is there to only interpret what is being said
3. Ask interpreter not to change or alter any part of the conversation
4. Speak clearly and in a normal tone
5. Allow more time for interpreted communication
6. Be aware of cultural factors
7. Refrain from using metaphors, acronyms, slang, or idioms
8. Remember to pause between sentences
9. Speak directly to the non-English speaker, not the interpreter
10. Permit only one person to speak at a time
11. Treat interpreter as a professional

NEED SUPPORT?

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