LanguageLine Solutions®

Quick Reference Guide

Clarinda Regional Health Center

HOW TO ACCESS AN INTERPRETER

1. Dial: 866-874-3972
2. Enter client ID: 650660
3. Indicate the language you need:
    a. Press1-For Spanish
    b. Press 2- For All Other Languages
4. Provide: additional Information, if required
5. Call Prompt:
    a. May I please have the department of the hospital you are calling from?
    b. May I please have you first and last name?

Document the interpreter's name and ID number for your reference.

Brief the interpreter and give any special instructions.

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER - At the beginning of the call, interpreters identify themselves by name and ID number. Note this information for reference. Then tell the interpreter the nature of the call. Speak directly to the limited English proficient or Deaf or Hard of Hearing individual, not to the interpreter, pausing at the end of a complete thought. To ensure accuracy, your interpreter may ask for clarification or repetition.

3-WAY CALL – INITIATING/RECEIVING A CALL - Use the conference feature on your phone and follow the instructions provided to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

PHONE INTERPRETING EQUIPMENT - If you have interpreting equipment, use one handset to call into LanguageLine, once connected to the interpreter, give the second handset to the limited English proficient individual.

CUSTOMER SERVICE - To provide feedback, commend an interpreter, or report any service concerns, visit www.LanguageLine.com and click on the "Client Resources" tab, scroll to "Voice of the Customer" and complete the form.

LEARN MORE Visit www.LanguageLine.com or call 1-800-752-6096 for more information on our language access solutions.

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