

Language Line Services Quick Reference Guide

McKinley Health Center

When Receiving a Call:

Use Conference Hold to place the Limited English speaker on hold.

Dial 1-877-245-0386.

Provide the representative:

6-digit Client ID 5 0 6 6 4 1

Company Name: MCKINLEY HEALTH CENTER

Personal Code n/a

Language needed

What you wish to accomplish during the call

Document use of the Language Line in the EHR, along with First Name and ID Number of the interpreter

Additional Information:

Add the Limited English speaker to the line.

When placing a call to a Limited English speaker, begin at Step 2.

If you need assistance when placing a call to a Limited English speaker, you may press 0 to transfer to a representative at the beginning of the call.

UNKNOWN LANGUAGE If you do not know which language to request, our representative will help you.

LINE QUALITY PROBLEMS If you have problems before reaching a representative, press "0" to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an interpreter call Customer Service at 1-800-752-6069.

WORKING WITH AN INTERPRETER Give the interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALL Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanations or elaboration in other languages and cultures.

INTERPRETER IDENTIFICATION Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone numbers.

DEMONSTRATION LINE Want to hear a recorded demonstration of over-the-phone interpretation? Call our demonstration line at 1-800-996-8808.

DOCUMENT TRANSLATION Visit our website at www.LanguageLine.com or call 1-800-763-3364 for information. E-mail your document translation order to Translation@LanguageLine.com or fax to 1-800-648-0170.

CUSTOMER SERVICE To provide feedback, commend an Interpreter, or report any service concerns, call

Customer Service at 1-800-752-6096, or go to www.languageline.com and click "Customer Service".