



Department of State Health Services

1. USE CONFERENCE HOLD TO PLACE THE NON-ENGLISH SPEAKER ON HOLD.

2. TO ACCESS A CERTIFIED MEDICAL INTERPRETER DIAL: 1-800-379-2134

TO ACCESS A NON-MEDICAL INTERPRETER DIAL: 1-855-203-6620

3. Press 1 for Spanish

Enter in your 11-digit HHS Employee ID (please note, an invalid 11-digit number will terminate the call) and an Interpreter will be connected to the call, or

Press 2 for all other languages

Please state the language you are requesting, or if you do not know what language is needed, say "help" at any time and you will be connected to a Language Line Services Representative to assist you.

4. Enter in your 11-digit HHS Employee ID and an Interpreter will be connected to the call. (please note, an invalid 11-digit number will terminate the call)

5. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.

Add the non-English speaker to the line.

When placing a call, or when face-to-face with a non-English speaker, begin at Step 2. If you need assistance when placing a call, you may press "0" to transfer to a Language Line Services Representative at the beginning of the call.

IMPORTANT

***On rare occasions you may be asked for your 6-digit client ID number, 504332 for Medical and 599055 for non-Medical.**

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-WAY CALL – Use the conference feature on your phone, and follow the instructions above 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.

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