



How to Reach an Interpreter

Primary Vendor: Lionbridge

1. For Medical Certified
 - Dial 1-844-405-1925
2. For Non-Medical Certified
 - Dial 1-844-404-0816
3. Please Enter in your 11-digit DSHS Employee ID Number followed by #.
 - If you do not have an employee ID #, please contact your DSHS point of contact for an access ID.
4. Follow prompt to select language.
 - Press 1 – Spanish, Press 2 – Vietnamese, Press 3 – Arabic, Press 4 – French
 - Press 0 – All other languages
5. Brief the Interpreter.
 - Summarize what you wish to accomplish and give any special instructions.

Secondary Vendor: WorldWide

5. Provide the agent with your 11-digit employee ID or contact your DSHS point of contact for an access ID.

TIPS FOR FASTER CONNECTION TIME

- Listen to all the prompts carefully. Failure to enter the appropriate information, as prompted, will delay call routing.
- If you know the option for the required language, press it at any time during the language prompt.
- If uncertain of what language client needs, press 0; for operator assistance.

WORKING WITH AN INTERPRETER

- At the beginning of the call, briefly tell the interpreter the nature of the call.
- Speak directly to the individual limited in English proficiency, not to the interpreter.
- Speak in short sentences and pause often at the end of a complete thought.
- Recognize and acknowledge cultural issues quickly and respectfully
- To ensure accuracy, your interpreter may sometimes ask for clarification or repetition

NOTE: Document the name and ID number of the interpreter for reference

