

10/2012



pacificinterpreters

We understand.

How to Access a Telephonic Interpreter

PATIENT WITH YOU IN PERSON:

- ① Dial: **1.866.421.3463**
- ② Our customer service associate (CSA) will prompt you for the following information:
Access Code: **842874**
Language Needed
- ③ You will be placed on hold briefly, and connected to an interpreter in less than 30 seconds.

PATIENT ON THE PHONE:

- ① Use the conference hold feature if the patient is on the phone
- ② Dial: **1.866.421.3463**
- ③ Our CSA will prompt you for the following information:
Access Code: **842874**
Language Needed
- ④ You will be placed on hold briefly, and connected to an interpreter in less than 30 seconds.

CALLING A PATIENT / CONFERENCE CALL:

- ① Dial: **1.866.421.3463**
- ② Our CSA will prompt you for the following information:
Access Code: **842874**
Language Needed
- ③ Our CSA will ask if you need to call a patient (or other parties), and the name(s) and telephone number(s) of the person(s) you would like added to the call.
- ④ You will be placed on hold briefly while we access an interpreter. The customer service associate will add an interpreter on the line and then make the additional call-outs.

* If the LEP patient's language is unknown, show them the Language Identification Card and let them point to the language they speak.

* If the LEP patient's language is not listed on the Language Identification Card you may request the assistance of our customer service associates who are skilled in determining target languages.

Monomoy Regional