

# Interpreter Access Information

## Call Sequence and Voice Prompts

1. **Dial – 866-998-0352**
2. **Enter Account Number: xxxxx**
3. **Enter PIN: xxxx**
4. **Say the language you need**
5. **Please hold temporarily as you connect to an interpreter.**

**Should you need assistance,** Press **\*0** or call **800-481-3289** to be connected with a Client Services Representative.

v1.0

# Working Effectively with Interpreters

- Allow the interpreter to greet you and the customer. Document interpreter ID#.
- Write the interpreter ID number in the customer's file or progress notes.
- Provide the interpreter with a brief explanation of the call.
- Speak directly to your customer in the first person.
- Use short but complete phrases as interpreter needs to process two languages.
- Avoid slang, jargon or metaphors
- Allow the interpreter to clarify linguistic and cultural issues.
- Remember that everything is repeated and kept confidential.

**For 24-hour assistance, call CyraCom Client Services at 800-481-3289.**