



QUICK REFERENCE GUIDE

Americans in Motion - Healthy Interventions

Keep this Quick Reference Guide (QRG) nearby for easy reference to effectively utilize **Language Line**[®] Over-the-phone Interpretation Service.

When calling the interpretation service:

1. If possible, use a speaker phone. If a speaker phone is not available, you will need to pass the phone between you and the patient. **Dial: 1-866-874-3972**
2. Enter on your telephone keypad or provide the representative:
 - 6-digit Client ID: 5 3 3 0 0 0
3. Press 1 for Spanish
An Interpreter will be connected to the call.

BRIEF THE INTERPRETER. Summarize what you wish to accomplish and give any special instructions. For example, “I am consenting a Spanish speaking patient into a research study and need an English to Spanish interpreter”.

SPEAK DIRECTLY TO THE NON-ENGLISH SPEAKER AND PAUSE OCCASSIONALLY FOR THE INTERPRETER TO COMMUNICATE WITH THE PATIENT. IF YOU DO NOT HAVE A SPEAKER PHONE, YOU WILL NEED TO INTERMITTENTLY HAND THE PHONE TO THE PATIENT SO THAT HE/SHE CAN COMMUNICATE WITH THE INTERPRETER.

SAY “END OF CALL” to the Interpreter when the call is completed.

Following are important tips to help you optimize your experience.

LINE QUALITY PROBLEMS - Explain the problem and ask the Representative to stay on the line to check for sound quality. If you have problems before reaching a representative, press “0” to be transferred.

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 explanation 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 number.

DEMONSTRATION LINE – To hear a recorded demonstration of over-the-phone interpretation call our demonstration line at 1 800 996-8808 or visit our website at www.LanguageLine.com.

Language Line Services, Customer Service Department- 1-800-752-6096, Option 1.
AIM-HI Project Help Line- 1-800-274-2237, ext. 3179 or 3173.

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