



INTERPRETATION SERVICES ACCESS INSTRUCTIONS

1. Dial 1800 4813293 from any phone

2. Enter Account Number: **501025969**

3. Enter Pin Number: **7841**

ONCE THE SYSTEM ACCEPTS YOUR ACCOUNT AND PIN NUMBERS, IT WILL SAY:
"PLEASE SAY THE LANGUAGE"

4. **FOLLOW THE VOICE PROMPT INSTRUCTIONS:**

- FOLLOW PROMPT AND PRESS 2 TO CONFIRM LANGUAGE CHOICE
 - ❖ PLACE PHONE IN SPEAKER MODE (for open areas such as reception and front desk additional handset and splitter will be necessary per HIPAA mandates)

5. **IF YOU DON'T KNOW THE LANGUAGE:**

- IF YOU NEED OPERATOR ASSISTANCE FOR A LANGUAGE, SELECT THIS OPTION BY PRESSING 3

6. **IF YOU WISH TO MAKE A THIRD PARTY (DOCTOR/FAMILY MEMBER) PRESS 1 NOW AND FOLLOW THE VOICE PROMPTS.**
IF YOU INTEND TO CONFERENCE IN ANOTHER PARTY, YOU MUST CHOOSE THIS OPTION UPON HEARING THE PROMPT. ONCE THE INTERPRETER IS ON THE LINE YOU CAN NO LONGER CHOOSE THIS OPTION.

TO SPEED UP THE PROCESS, PLEASE HAVE THE TELEPHONE NUMBER READY FOR YOUR THIRD PARTY.

7. **WHEN INTERPRETER ANSWERS**, THEY WILL PROVIDE A 2-7 DIGIT ID NUMBER, PLEASE RECORD INTERPRETER'S ID#, THEN GIVE A BRIEF EXPLANATION OF THE CALL. THIS WILL HELP THE INTERPRETER UNDERSTAND THE SITUATION AND ENABLE THEM TO ASSIST YOU MORE EFFECTIVELY

8. **WHEN FINISHED** WITH THE CONVERSATION, PLEASE HANG UP THE TELEPHONE. IF YOU EXPERIENCE DIFFICULTY CALL **CUSTOMER SERVICE: 800 - 481- 3289**