



QUICK REFERENCE GUIDE CAPITAL HEALTH AUTHORITY

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

When receiving a call:

1. **USE CONFERENCE HOLD** to place the Limited English speaker on hold.
2. **DIAL 1-888-898-4524**

Welcome to Language Line Services

Press 1 for Spanish

Press 2 for all other languages

Please provide:

Personal Code

(do not include alpha characters and -0- if your store starts with it)

3. **BRIEF THE INTERPRETER.** Summarize what you wish to accomplish and give any special instructions.
4. **ADD THE LIMITED ENGLISH SPEAKER** to the line.
5. **YOUR CLIENT ID NUMBER IS: 5 6 2 0 0 4 for CAPITAL HEALTH AUTHORITY**
(you will NOT need to give unless you are requested by Language Line Services or if your call falls out of automation)

NOTE: If you need assistance placing a call to a Limited English speaker, please inform the interpreter at the beginning of the call.

Following are important tips to help you optimize your experience.

UNKNOWN LANGUAGE – If you do not know which language to request, our representative will help you.

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.

DOCUMENT TRANSLATION – We also provide written translation services, for more information you can contact our Document Translation Department at 1 888 763-3364 or e-mail us at Translation@LanguageLine.com.



Language Line Services, Customer Service Department- 1-800-752-6096, Option 1.

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