

## Telephone Interpreter Instructions

1. If a telephone interpreter is needed:
  - **“I will call you right back with an interpreter. Thank you.”**
2. Dial the number of your office’s interpreter service. Be sure to have your account number ready.
3. Tell the interpreter what language is needed or ask for assistance in identifying the language of the patient.
4. Provide:
  - Message to leave if you get a voicemail
  - Patient’s phone number
5. The interpreter will begin the conference call with you and the patient.
6. Begin interview
  - Remember, speak directly to the caller not the interpreter. For example, you don’t need to say, Interpreter, please ask the person what their date of birth is? Instead simply say, date of birth please.
  - Try not to use acronyms.
  - Be prepared to explain difficult terminology or cultural expressions.
  - Ask questions to ensure they understand what is being said.
  - If you think something isn’t working, don’t be afraid to take down the person’s name and phone number and call back with a different interpreter
  - Before you hang up please make sure to ask if there are any questions before the interpreter hangs up.
  - Wait for the interpreter and client to hang up before disconnecting.