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Authorized Signature

Number: DMAP- IM-08-165

Issue Date: 11/06/2008

Topic: Medical Benefits

Subject: TripLink clients in Marion, Polk, and Yamhill counties now have free translation services

Applies to (check all that apply):

- | | |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |

Message:

The attached flyer is being emailed and directed to Marion, Polk and Yamhill DHS staff. TripLink now offers free translation services by calling 877-746-4674 (877-Ring OPI).

If you have any questions about this information, contact:

Contact(s):	Patricia Patten		
Phone:	503-945-6505	Fax:	503-947-5221
E-mail:	Patricia.Patten@state.or.us		

Optimal Phone Interpreters

Telephonic Interpreting Services

877 RING OPI



Optimal Phone Interpreters, a telephonic connection with the languages you need when handling your Limited English Speaking clients.

We provide clear, fast, and accurate over-the-phone interpretation. **Optimal Phone Interpreters** combines the latest technology with a staff of live language professionals located right here in the United States.

Our goal is to make communicating across language and cultural barriers as seamless and accurate as possible, while making it as easy as possible for you, our client. Here's how we do it:

To Obtain a Phone Interpreter:

To use the service, simply dial **877-746-4674 (877-RING OPI)** from any facility phone, and you will be connected to the **OPI** call center. The operator will see on their screen where you are calling from, as well as any questions they may need to ask regarding billing, so you do not have to remember. You will be asked to give ***the language you need, your name, and where you are calling from.*** **OPI** will then connect you with your interpreter, and you can continue your conversation. The service can be scheduled in advance, or accessed without notice. If you need the operator to dial out to a third party, just say so and they will place the call and make the conference for you. If you do not know the language you need, just say so and the operator will help you determine the language.

When utilizing the service, stay in charge of the conversation by speaking phrases no longer than that which you can say in one breathe. This sets the tone for the conversation, and signals to everyone involved the manner in which they should respond. It also reduces the likelihood of their being an error or omission in the interpretation, and keeps the Limited English Speaker from getting off the subject, or speaking more than one phrase at a time. When you stop speaking after a phrase or two to breathe, the interpreter will interpret what you have said into the target language, and interpret any response the Limited English Speaker might have back to you in English. If you are asking questions, ask one question at a time, and wait for the response before asking the next question. If you have any questions specifically for the interpreter during the interaction, don't be afraid to ask.

In addition to these few tips, you can listen to a free client training line offered by **OPI** that instructs on some of the finer points of using an interpreter over the phone. To access the line, just call the main number anytime 24/7 and ask the operator to connect you to the **OPI** training line. If you have additional questions regarding how to access or utilize the services, or have any special needs, just dial **877-746-4674** and an attendant will address any questions or concerns you may have. There are brightly colored stickers and magnets with our name and number available, which can be placed in a conspicuous location for quick reference. If you can find that number and dial it, **OPI** will take care of the rest.

We look forward to working with you!