

Urgent, On-Demand, Over-the-Phone Interpreter Services (24/7/365) Access Information



Effective: February 1, 2024

- Step 1:** Dial toll-free **1-888-291-9496**
- Step 2:** Speak (or type) your unique Access Code: **15038**
- Step 3:** Speak the name of the language needed
(alternatively type the first three letters of the language and press “#” key)
- Step 4:** Within two minutes, your call will be connected to a qualified interpreter
- Step 5:** Provide your first and last name and any other information requested by the interpreter

Notes:

- At anytime, press “0” to speak with an operator
- Operators and Interpreters can dial out and add other parties to the call if needed

Tips for Working Effectively with Over-the-Phone Interpreters:

- Use a hands-free/speaker phone, if a private, confidential space is available
- Document the interpreter’s name/ID #
- Brief the interpreter at the start of the encounter
- Speak directly to the patient/client (i.e. not directly to the interpreter)
- Speak at an even pace, one or two sentences at a time
- Check in regularly to ensure the patient/client is hearing and understanding

Note: *911 Interpreters* is a third-party provider contracted by Shared Health Language Access to provide Over-the-Phone Interpreter Services