



QUICK REFERENCE GUIDE CenCal Health

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

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When receiving a call:

1. **USE CONFERENCE HOLD** to place the non-English speaker on hold.
 2. **DIAL 800-774-4344**
 3. **ENTER ON YOUR TELEPHONE KEYPAD OR PROVIDE THE REPRESENTATIVE:**
 - Client ID Number **2 9 5 9 8 2**
 - Organization Name **CenCal Health**
- Personal/Access/User Code: **7 Digit PIN number**

4. **PRESS 1 FOR SPANISH**
PRESS 2 FOR ALL OTHER LANGUAGES and speak the name of the language at the prompt.
NOTE: If you need assistance, press 0 or stay on the line to be connected to a representative.
 - An Interpreter will be connected to the call.
5. **BRIEF THE INTERPRETER.** Summarize what you wish to accomplish and give any special instructions.
6. **ADD THE NON-ENGLISH SPEAKER** to the line.
7. **SAY "END OF CALL"** to the Interpreter when the call is completed.

NOTE: When placing a call to a non-English speaker, begin at Step 2. If you need assistance placing a call to a non-English speaker, please inform the interpreter at the beginning of the call.

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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.

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Language Line Services, Customer Service Department- 1-800-752-6096, Option 4.

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