

Using the Language Line

When to use an Interpreter

If you need to speak with a patient / caregiver who is a non-English speaker (and you do not speak the language), Healthcare Call Center has contracted with **Language Line Company** to obtain an interpreter.

If a patient speaks *some* English, but does not seem to completely comprehend everything in the conversation, it may also be appropriate to use the language line.

The phone number to reach Language Line Company is 1-800-555-1234. Healthcare Call Center ID: 77891.

Tips for Using an Interpreter

- Once the patient/caregiver is on the line, use the interpreter as a microphone – speak directly TO the patient/caregiver, NOT to the interpreter.
- Use short phrases and pause for the interpreter.
- Do not interrupt until the interpreter is finished and the patient/caregiver has replied.
- Do not cut corners on the conversation. Be just as thorough and friendly as you would with any other call.

These same principles apply to SIGN LANGUAGE calls as well.

Video

For more tips and best practices, take a moment to watch this [video](#).

