

# **Pacific Interpreters**

## **How to Access a Telephonic Interpreter**

### **ACCESSING PACIFIC INTERPRETERS**

Complete the following steps to access a language interpreter through the Pacific Interpreters system.

1. Use the conference hold feature if the patient is on the phone or proceed to step 2 if the patient is with you in person
2. Dial: 1.800.264.1552
3. Select desired language\* - At the prompt, press one of the following:
  - 1 – Spanish
  - 6 – All Other Languages or Customer Service Associate (CSA)
4. If requested, provide this access code to the interpreter or CSA: 80002398
5. Request the desired language if you pressed 6, or proceed to step 6.
6. Supply other information required for your reporting
7. Proceed with your call, or advise the Interpreter or CSA that you need to connect to a third party at another location.
  - a. If a third party is required, provide the name(s) and telephone number(s) of the person(s) you would like to be added to the call.
  - b. Once call-outs have been made, continue with your call.

\*If the LEP patient's language is unknown, show them the Language Identification Card and let them point the language they speak.

\*If the LEP patient's language is not listed on the Language Identification Card you may request the assistance of our customer service associates who are skilled in determining target languages.

### **KANE COUNTY HEALTH DEPARTMENT – COMMUNICABLE DISEASE**

\*Security Code: 1240

NOTE: It is recommended to inform the person requiring an interpreter; you will call them back with someone who can speak their language.

“I can have a person call you back who speaks Spanish”

“Puedo tener una persona llamarte atras que habla Espanol”