



Over-the-Phone Interpretation

(Health Services - Quick Reference Guide)

To connect with an on-demand medical interpreter, please follow these steps:

1. Dial **844-765-8772**
2. Say the language you need
****Press 0 for agent assistance if you don't know the language*
3. Provide Authorization Code: **4853387**
4. Brief the interpreter. Summarize what you wish to accomplish
5. The interpreter will assist you in connecting with the call recipient if needed
6. Say "End of Call" to the interpreter when you are finished with the call

Tips for Working with an Over-the-Phone Interpreter:

- At the beginning of the call, briefly tell the interpreter the nature of the call.
- Speak directly to the English learner, not to the interpreter.
- Pause at the end of a complete thought.
- Ask if the English learner understands.
- Do not ask the interpreter for an opinion.
- Do not use acronyms or technical terms.
- Clarify unique vocabulary and provide examples if they are needed to explain a term.
- Please note, to ensure accuracy your interpreter may sometimes ask for clarification or repetition.

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Important: Please do **NOT** share this Over-the-Phone Interpreting access information with students, parents/guardians, parents' advocates or outside agencies. A JCPS employee must always oversee accessing Over-the-Phone Interpretation. This service is an expense; therefore, JCPS employees are responsible for managing the cost.