

## OPTIMAL PHONE INTERPRETERS

# Reference Guide

Quick reference guide to review prior to initiating call for interpretation services.

## BEFORE I CALL

- Know language that is needed
- Know dial out number if needed
- Be prepared to brief interpreter regarding nature of call before he/she speaks to your Limited English Speaker
- Be prepared to provide interpreter with message to leave if there is no answer

## HOW DO I PLACE CALL TO OPI

- Dial 877-746-4674
- Provide your name & account information
- Provide call out number for LES
- If the LES is on phone with you connect a 3 way call

## DURING THE CALL

- Speak in short phrases.
- Pause to allow interpreter to translate and the LES to respond
- Ask questions in first person. Ex: "When did you arrive?" vs asking interpreter "can you find out when he arrived?"
- Check for understanding by the LES throughout the call

## ENDING THE CALL

- Before ending the call ensure that the interpreter and LES knows the session is about to end

877-RING OPI  
(877-746-4674)  
CallOPI.com



**All Languages, All the Time.**