



CALL TOLL FREE 1-877-867-9960

- When greeted by a coordinator please provide your:
 1. Location/Facility
 2. Caller's Last Name and First Initial
 3. CDC/Case Number

- Hold momentarily while your interpreter is connected.
- The coordinator will inform you that the interpreter is now "on the line", and give you the interpreter's ID number.
- Explain the objective of the call to the interpreter. Then proceed by speaking directly to the non-English speaker in the first person.
Example: "What is your name?" NOT "Ask her what her name is."
- Upon completion of the call, all parties should simply hang up. Your time will be automatically recorded.

 **Language Services**
A CDC SERVICE

INTERPRETALK[®]
telephonic interpreting



Tips on Working with Interpreters

1. Speak at a reasonable pace (not too fast) and enunciate clearly.
2. Speak in short phrases and pause frequently so that the interpreter can convey the information quickly and accurately. If you go on for too long, you will have to wait a long time for the interpretation, and you run the risk that the interpreter will forget details and have to ask you to repeat.
3. Address the Limited English Proficient (LEP) person directly (e.g., "What is your name?" not "Ask him what his name is.")
4. Speak "plain English" and avoid jargon or "shop talk" that may be peculiar to your work.
5. It is normal for interpreters to require clarification of unfamiliar terms occasionally. If your interpreter asks you to define a term, try to rephrase it in other words. The interpreter may have to ask the LEP person to clarify terms as well, but will let you know before addressing the person in the other language.
6. Your interpreter will let you know if he or she has problems hearing you or the other party, who may be calling on a cell phone or in a room with background noise.
7. Remember that interpreted communication normally takes twice as long as communication in the same language. Please be patient.
8. It is our goal to make communication between you and your LEP clients or customers as smooth as possible. We appreciate your cooperation, and encourage you to contact us should any issues arise.