

Instruction Card: Telephone Interpreting Services

200+ Languages
Available 24/7/365

NEED AN INTERPRETER?

1. Dial **1-888-331-0191**
2. When the operator answers, tell them:
 - If you need a third-party dial-out
 - The language you need
 - Your **Name** and whether you're calling from **Delta Dental or Care Coordinators**
3. The operator will connect you promptly

*You will be prompted to press "#" to dial a third party. For more info please go to:
<https://certifiedlanguages.com/third-party-dial-out/>



Recommendations for Using a Telephone Interpreter

For Outbound Calls:

- If you need to reach a limited English proficient (LEP) individual at home or need a third-party dial-out, please first inform the CLI operator before the interpreter is connected.
- Once the interpreter is connected, you can tell the interpreter who to ask for (the LEP's name).
- At this time, you can also tell the interpreter how to proceed if the call goes to voicemail and what message to leave, if desired.

For Inbound Calls:

- Explain to the LEP individual that all information is confidential and encourage questions.
- Speak clearly.
- Smile and be kind; this helps the LEP individual feel more comfortable.
- If face-to-face and multiple people are in the room, speak one at a time.
- Speak freely; all CLI interpreters are sworn to confidentiality, neutrality, and the Interpreter Code of Professional Ethics.
- Encourage the interpreter to clarify terms with you if necessary.