ACCESS CODE OR COST CENTER ID #

1-800-482-8292

TOLL- FREE OR ASSIGNED DID #

On-Demand Phone Interpreting

Quick Reference Guide

Steps to Connect to an Interpreter

Over-the-Phone Interpreting (OPI) services enable real-time multilingual communication via telephone, often used in healthcare, legal, business, and customer service environments. This step-by-step guide will walk you through the process of connecting with our On-Demand OPI services.

1 Dial Your Designated Toll-Free or DID Number

Dial your assigned Toll-Free or Direct-Inward-Dial number to contact AVAZA. Once dialed, follow system prompts;

- Press 1 for Over-The-Phone Interpreting,
- Press 1 for Spanish or Press 2 for All Other Languages.

2 Have Your Access Code or Cost Center ID Ready

You will be asked to provide your Access Code or Cost Center ID number. Additionally, you will be asked to verify your;

- Name
- Agency
- Language that you are requesting.

3 You're Connected!

Stay on the line while the AVAZA representative connects you to your interpreter. Once connected, the interpreter will provide their identification number and prompt you to begin. At the end of the call, the interpreter will verify that no longer need assistance by stating, "End Session."

Conducting a Conference or Call-Out

Familiarize yourself with your telephone's conferencing features or ask your Technology Department for assistance. In the event you cannot, you can ask the AVAZA representative at the beginning of the call to assist in a call-out or conferencing in of other participants. Be able to provide:

- Name of the recipient and their phone number,
- A prepared message in the event the attempted call ends to a voice message,
- A direct number in the event the call disconnects.

Tips and Best Practices

- Try and log the Interpreter ID#, time and date of call so that you can assist in improving our quality initiatives.
- Please protect your Access Codes from unauthorized use.
- Requesting the language variants your constituency speaks (e.g., Latin American Spanish vs. European Spanish) can make for a better caller experience.
- Although the overwhelming percentage of interpreting session are conducted in "consecutive" mode; during emergency calls, "simultaneous" interpreting mode may be very useful.
- If you don't wish for the LEP (Limited-in-English Proficiency) participant to know what you've said, don't say it. Interpreters interpret everything that is said, adding or omitting nothing.
- Please speak directly to the participant. Refrain from asking the interpreter to "tell the participant."
- Remember that we do not interpret word-for-word. The goal of the professional interpreter is to accurately interpret the message and tone.
- Know that we are required to be impartial and avoid conflicts of interest in all sessions. Please refrain from asking the interpreter for their thoughts or opinions.
- Please know that we are required to keep all information learned during a session confidential.