# **Over-the-Phone Interpretation**

**Oral transmittal of information from one language to another language and vice versa in a phone conversation**

**Over-the-phone interpretation services are provided under HHSC contracts with two vendors.**

**Vendors:**

Use the primary vendor if possible. No purchase order is required. 24-hour services are available. A certified medical interpreter can be requested if needed.

The requesting DSHS program is responsible for payment. For purchasing assistance or issues with the service, contact Ludivina “Ludy” Swor, Ludivina.Swor@hhsc.state.tx.us.

Primary Vendor: Language Line

Phone: 800-379-2134

800-752-6096 (if you are having problems connecting

to an interpreter)

Charges: Yes

Notes: To access services, call the vendor; press 1 for Spanish, 2

for all other languages; enter your 11-digit employee ID number.

Web: [www.languageline.com](http://www.languageline.com)

Over-the-Phone Interpreting FAQs:

<http://www.languageline.com/solutions/interpretation/telephone-interpretation/faq/>

List of Languages:

<http://www.languageline.com/customer-service/languages/>

*When receiving a call from a person with Limited English Proficiency (LEP):*

1. **Use Conference hold** to place the person with LEP on hold.

2. **Dial 1-800-379-2134**

3. **Press 1 for Spanish**

a. Enter in your 11-digit employee ID

An interpreter will be connected to the call, or

4. **Press 2 for all other languages**

a. State the language you are requesting. If you do not know what language is needed, say “help” at any time and you will be connected to a Language Line operator.

b. Enter in your 11-digit HHSC employee ID

An interpreter will be connected to the call.

5. **Brief the Interpreter.** Summarize what you wish to accomplish and give any special instructions.

6. **Add the person with LEP** to the line.

*When placing a call to, or when face-to-face with a person with LEP*, begin at step 2. If you need assistance when placing a call to a person with LEP, you may press “0” to transfer to a Language Line representative at the beginning of the call.

Notes:

**UNKNOWN LANGUAGE.** If you do not know which language to request, a representative will help you.

**LINE QUALITY PROBLEMS.** If you have problems before reaching a representative, press “0” to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an interpreter call Customer Services at 1-800-752-6096.

**WORKING WITH AN INTERPRETER.** Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

**LENGTH OF CALL.** Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

**INTERPRETER IDENTIFICATION.** Language Line interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone numbers.

Secondary Vendor:Language Services Associates, Inc. (InterpreTalk®)

Phone: 866-791-7229

Charges: Yes

Web: [www.lsaweb.com](http://lsaweb.com/services/interpretalk-interpreting-by-telephone/)

Tips on Working with Telephone Interpreters –

<https://lsaweb.com/tips-on-working-with-interprerters/>