

## City of Madison

### TO ACCESS AN INTERPRETER

1. DIAL: **1-866-874-3972**
2. ENTER CLIENT ID: **509626**
3. INDICATE LANGUAGE:
  - 1 - FOR SPANISH
  - 2 - FOR ALL OTHERS AND CLEARLY STATE THE LANGUAGE
  - 0 - IF YOU DON'T KNOW THE LANGUAGE YOU NEED
4. ENTER YOUR 2-DIGIT AGENCY CODE, FOLLOWED BY #

### BEST PRACTICES FOR DOCUMENTATION:

- **Document** the Preferred Language
- **Document** professional language services offered & client's response
- **Document** the linguist name & number
- **Document** the client's understanding using a "Teach Back" method

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### IMPORTANT INFORMATION:

**WORKING WITH AN INTERPRETER** – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

**3-WAY CALL** – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

**LANGUAGELINE DUAL HANDSET PHONE** – If you have a LanguageLine Dual handset phone, lift the handset and press the pre-programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

**CUSTOMER SERVICE** – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to [www.LanguageLine.com](http://www.LanguageLine.com) and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.