



**Winnipeg Regional Health Authority**    **Office régional de la santé de Winnipeg**  
*Caring for Health*    *À l'écoute de notre santé*

**WRHA Language Access  
Interpreter Services**  
languageaccess@wrha.mb.ca

## QUICK REFERENCE GUIDE

### LANGUAGE ACCESS – Over-the-phone Interpreter Services

To reduce risks associated with language barriers and working with untrained interpreters (family members, friends, visitors, staff, or volunteers), WRHA Language Access employs trained interpreters who provide interpreter services in a variety of languages. However, it is impossible to provide an in-person interpreter for every situation. In order to provide a more complete range of services, Language Access has contracted with *Language Line*® to provide over-the-phone interpretation when a WRHA Language Access trained health interpreter is unavailable.



**When you have been authorized (authorization codes are single-use only) to call *Language Line*® follow the steps outlined below:**

1. DIAL 1-866-874-3972
2. ENTER ON YOUR TELEPHONE KEYPAD OR PROVIDE THE REPRESENTATIVE:
  - a. Client ID Number: 252053
  - b. Organization Name: Winnipeg Regional Health Authority
  - c. Press 1 for Spanish
  - d. Press 2 for all other languages (speak the name of the language at the prompt; say “Help” if you require assistance with language identification)
  - e. Authorization Code (single-use): \_\_\_\_\_

An interpreter will be connected to the call (make note of the interpreter ID number).

*If *Language Line*® is not able to connect you with an interpreter right away, try again, in a few minutes, after your initial call. Sometimes an interpreter becomes available.*

3. BRIEF THE INTERPRETER. Summarize what you wish to accomplish and give any special instructions.
4. DURING THE INTERPRETATION, speak directly to the client and not the interpreter unless you require clarification from the interpreter.
5. END the call and document in the client’s record the encounter details including *Language Line*® interpreter ID number and name, language, length of call, etc.

**\*If you need to reach a client by phone**, call the client after the *Language Line*® interpreter is on the line. Be sure to reconnect the interpreter once the client is on the line.

**\* If a caller is on the phone**, place him/her on hold and follow the procedure listed above. Be sure to reconnect the caller once the *Language Line*® interpreter is on the line.

#### ***Important tips:***

**Unknown Language:** See information above.

**Line Quality Problems:** Explain the problem and ask the Representative to stay on the line to check for sound quality. If you have problems before reaching a representative, press “0” to be transferred. If you have problems connecting to an interpreter call Customer Service (see information below).

**Working with an Interpreter:** Speak directly to the client. Use a few short sentences at a time. Avoid complicated terms and technical jargon. Ask for clarification as needed.

***Language Line*® Customer Service:** Call 1-800-752-6096, option 2.