



One Goal. One Priority. Your Healthcare.

Optimal Phone Interpreters Telephonic Interpreting Services **877 RING OPI**



Optimal Phone Interpreters, a telephonic connection with the languages you need when handling your Limited English Speaking clients. We provide clear, fast, and accurate over-the-phone interpretation. Optimal Phone Interpreters combines the latest technology with a staff of live language professionals located right here in the United States.

Our goal is to make communicating across language and cultural barriers as seamless and accurate as possible, while making it as easy as possible for you, our client. Here's how we do it:

To Obtain a Phone Interpreter:

To use the service, simply dial 877-746-4674 (877-RING OPI) from any facility phone, and you will be connected to the OPI call center. The operator will see on their screen where you are calling from, as well as any questions they may need to ask regarding billing, so you do not have to remember. You will be asked to give *the language you need, your name, and where you are calling from*. OPI will then connect you with your interpreter, and you can continue your conversation. The service can be scheduled in advance, or accessed without notice. If you need the operator to dial out to a third party, just say so and they will place the call and make the conference for you. If you do not know the language you need, just say so and the operator will help you determine the language.

When utilizing the service, stay in charge of the conversation by speaking phrases no longer than that which you can say in one breath. This sets the tone for the conversation, and signals to everyone involved the manner in which they should respond. It also reduces the likelihood of their being an error or omission in the interpretation, and keeps the Limited English Speaker from getting off the subject, or speaking more than one phrase at a time. When you stop speaking after a phrase or two to breathe, the interpreter will interpret what you have said into the target language, and interpret any response the Limited English Speaker might have back to you in English. If you are asking questions, ask one question at a time, and wait for the response before asking the next question. If you have any questions specifically for the interpreter during the interaction; don't be afraid to ask.

In addition to these few tips, you can listen to a free client training line offered by OPI that instructs on some of the finer points of using an interpreter over the phone. To access the line, just call the main number anytime 24/7 and ask the operator to connect you to the OPI training line. If you have additional questions regarding how to access or utilize the services, or have any special needs, just dial 877-746-4674 and an attendant will address any questions or concerns you may have. There are brightly colored stickers and magnets with our name and number available, which can be placed in a conspicuous location for quick reference. If you can find that number and dial it, OPI will take care of the rest.

We look forward to working with you!