



PrestigeNetwork

ANY TIME • ANY WHERE • ANY LANGUAGE[®]

Need an interpreter over the telephone?

24/7 Telephone Interpreting:

Telephone: 01635 292 787

- Enter your Access Code:
- When greeted by an operator you will be asked for your Identification Reference, which can be a internal reference number for the patient.
- If your patient is not with you, please ask the operator for a Third Party Call and provide the patient's telephone number.
- Request the language needed, or ask for assistance in identifying the language.
- Hold briefly while your interpreter is connected. The operator will introduce you to the interpreter and give you the interpreter's ID number.
- Explain the objective of the call to the interpreter. Then proceed by speaking directly to the non-English speaker in the first person. **Example: "What is your name?" NOT "Ask her what her name is."**
- Upon completion of the call, all parties simply hang up. The times are automatically recorded.