

Accessing LSA interpreters by Phone

CALL 866-406-0021

- When prompted, enter VMG's 4-digit code: 7810#
- **For an office visit:**
 - Press 1 for Spanish, 2 for Mandarin, 3 for Cantonese, 4 for Arabic, 5 for Vietnamese, 6 for Haitian-Creole, 7 for Russian, 8 for French, and 9 for all languages
- **For a 3rd party call to a patient at home:**
 - Press 9 for the operator (choosing a specific language for 3rd party calls slows the process)
- When greeted, request the language needed and state if the patient is in the office or at home
- Give your VMG center, your name, patient's name; give patient's phone number if at home
- You will be placed on hold while you are connected to your interpreter
- Once the interpreter is on, explain the reason for the call. Example: I'm calling to schedule an appt, I'm calling with lab results, I'm calling for a wellness appt
- You will be placed on hold if the interpreter needs to call the patient. You will then be patched into the call
- Speak directly to the patient. Example "How are you feeling?" NOT "Ask her how she is feeling"
- Leave time for the interpretation in both directions
- Thank the interpreter, let them know you are done, hang up

When you receive a call from a patient who needs an interpreter

With the patient on the line,

1. Select "Conference" on your phone screen—depending on which phone model you have, you may need to hit the down arrow to see it
2. Then call LSA (as above) and request your interpreter.
3. Once connected, push "conference" again and you will all be on the call.