

## Accessing an Interpreter

### Using Any Phone

## Working Effectively with an Interpreter

- Allow the interpreter to greet you and the customer
- Write the interpreter ID number for documentation
- Provide the interpreter with a brief explanation of the call
- Speak in the first person
- Use short but complete phrases
- Avoid slang, jargon or metaphors
- Allow the interpreter to clarify linguistic and cultural issues

## Submitting Feedback to CyraCom

- Did you have a really good experience, a call that could have gone better or general feedback you would like to submit to CyraCom?

Submit feedback at: [www.cyracom.com/feedback](http://www.cyracom.com/feedback)

## Identifying Your Patient’s Language

This chart reads, “Do you speak [language]”? Show this chart to your patients and have them point to their language.

<i>Arabic</i>	هل تتحدث اللغة العربية؟
<i>Armenian</i>	Դուք հայերեն խոսո՞ւմ եք:
<i>Bengali</i>	আপনি কি বাংলায় কথা বলেন?
<i>Burmese</i>	သင် ပြန်မကောင်း ပြောပါသလား။
<i>Cantonese</i>	您讲粤语吗?
<i>Farsi</i>	فارسی صحبت می کنید؟
<i>French</i>	Parlez-vous français ?
<i>Haitian Creole</i>	Èske ou pale Kreyòl Ayisyen?
<i>Italian</i>	Parla italiano?
<i>Japanese</i>	日本語を話せますか?
<i>Korean</i>	한국어를 사용하십니까?
<i>Mandarin</i>	您讲普通话吗?
<i>Nepali</i>	के तपाईं नेपाली बोल्नहन्छ?
<i>Polish</i>	Czy mówisz po polsku?
<i>Portuguese</i>	Fala português?
<i>Russian</i>	Вы говорите по-русски?
<i>Somali</i>	Maku hadashaa Af Soomaali?
<i>Spanish</i>	¿Habla español?
<i>Vietnamese</i>	Quý vị nói được tiếng Việt không?