



Accessing an Interpreter via Telephone:

- Dial 718-838-9317
- Enter your pin _____
- Press Zero to speak the language requested
- Say the language you need “Spanish” for example

The system will confirm the language requested. You will then be routed to the next available interpreter typically within 10 seconds

Adding a Third Party:

If you need the interpreter to dial out to a patient’s home, follow the steps above. Once connected to the interpreter, provide them the patient’s phone number.

Call Quality:

After you end your call, you will be given the option to rate between 1 – 5 stars in 2 categories as follows
Category 1 – Interpreter quality (an overall rating of your satisfaction with this interpreter. Please consider the quality of their service, professionalism, noise free environment, etc.

Category 2 – Call quality. Please consider the clarity of the call, any static, disconnection, and other factors affecting the quality of the connection.

Call quality ratings are not required, if you do not wish to provide this feedback, simply hang up.

Language Chart:

Please refer to the following pages with a full list of languages written in both English and the native language. If you need the patient to identify their language, please provide them the list and allow them to point to their language

Customer Service:

Please use any of the following for questions regarding remote interpreting

855-Sign-USA (Ask Receptionist to connect you with Remote Interpreting manager Jeff Ingram

Remote.Interpreting@signlanguageusa.com

323-403-6305 (Text Message)

www.SignLanguageUSA.com , click the chat icon in the upper left corner for instant online web chat