

University Health System

CyraCom Instructions for Accessing an Interpreter from Any Phone

Receiving INBOUND Calls

1. Ask patient to hold/wait a moment
2. Press **CONFERENCE**
3. You will get a dial tone and patient is placed on hold
4. Dial **81100**
5. Say the language you would like then, confirm your language.
6. Enter your MRN, confirm your MRN
7. If you would like to add an additional person, say **"NO"** or **Press 2**
8. You will be connected to the next available Interpreter. When the Interpreter comes on the line they will greet you with a 6 digit ID number.
9. Let the Interpreter know you are conferencing in a Patient.
10. Press **CONFERENCE** and all parties will be connected.

Placing OUTBOUND Calls

1. Dial **81100**
2. Say the language you would like then, confirm your language.
3. Enter your MRN, confirm your MRN.
4. If you would like to add an additional person, say **"YES"** or **Press 1** and follow the prompts.
5. Verify if Domestic or International Call
6. Enter area code and phone number (no 9 or 1 will be required).
7. You will be connected to the next available Interpreter. When the Interpreter comes on the line they will greet you with a 6 digit ID number.
8. Inform the interpreter you are calling a patient at home. The Interpreter will have a brief dialogue with you.
9. Dial 1 to make the call.
10. Let Interpreter greet patient in their native language, then begin your dialogue.

We recommend you document the Interpreter ID Number in your notes or any legal document.

If you don't know the language please, do not say a language, press 0. You will be connected to Client Services.

