

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 online today at:
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.

Arabic	هل تتكلم اللغة العربية؟
Armenian	Դուք խոսում ե՞ք հայերեն:
Bengali	আপনি কি বাংলা বলতে পারেন?
Bosnian	Govorite li Bosanski?
Cambodian	តើអ្នកនិយាយភាសាខ្មែរ ឬទេ?
Cantonese	您講廣東話嗎?
Chinese	您讲中文吗?
Farsi	آیا شما فارسی صحبت میکنید؟
French	Parlez-vous français?
Haitian Creole	Èske ou pale Kreyòl?
Japanese	日本語を話しますか。
Korean	한국어 통역이 필요하십니까?
Mandarin	您讲普通话吗?
Polish	Czy mówi Pan/Pani po polsku?
Portuguese	Você fala português?
Russian	Вы говорите по-русски?
Somali	Af Soomaaliga ma ku hadashaa?
Spanish	¿Habla español?
Swahili	Je! Unaongea Kiswahili?
Vietnamese	Ông/bà nói tiếng Việt phải không?