

Inbound-Outbound Calling Instructions

CyraCom's Dialing Instructions from Any Phone

Receiving Inbound Calls from Patients

1. Ask patient to hold/wait a moment
2. Press **TRANSFER** or **CONFERENCE**
3. You will get a dial tone and patient is placed on hold
4. Dial (you may need to dial **9** first)
5. Enter your Account Number,
6. Enter your PIN Number,
7. Say the language you need.
8. Confirm your language.
9. When asked if you want to add an additional person, say "**NO**".
10. 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.
11. Inform the Interpreter you are conferencing in a Patient
12. Press **TRANSFER** or **CONFERENCE** and all parties will be connected

Placing Outbound Calls to Patients

1. Dial (you may need to dial **9** first)
2. Enter your Account Number,
3. Enter your PIN Number,
4. Say the language you need.
5. Confirm your language.
6. When asked if you want to add an additional person, say "**YES**".
7. For Domestic calls, press **1**, for International calls, press **2**.
8. Enter the number you want to reach. (It will not immediately dial.)
9. When the interpreter comes on the line state the name of the person you are calling, or give them instructions for leaving a message.

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