Houston Volunteer Lawyers Program

WHEN YOU NEED AN INTERPRETER:

- DIAL the assigned number: 888-400-7745
- Select Interpreter
  - Press 1 for General Interpreter
  - Press 2 for Medical or Court Interpreter
  - 0 for assistance if you don’t know what language you need
- Select language:
  - Press 1 for Spanish
  - Press 2 for other languages
- PROVIDE:
  - 3-digit organization code - 304
- CONNECT:
  To an interpreter who will provide his/her name and ID number which you can document for reference. Summarize what you wish to accomplish and give any special instructions.

When calling or receiving a call from a limited English proficient individual:

- Use a phone with conference calling capability and place a 3-way call within the first 90 seconds of the call or a LanguageLine representative can place the 3-way call for you at no charge.

IMPORTANT INFORMATION:

INTERPRETER IDENTIFICATION - Interpreters identify themselves by name and ID number. Feel free to note this information for future reference if your organization requires it for their records or to comply with regulatory requirements.

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

CUSTOMER SERVICE—To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.languageline.com, and click on the “Customer Service” tab, then select Voice of the Customer and complete the form.