

## 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 at: [www.cyracom.com/feedback](http://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.

|                       |                                   |
|-----------------------|-----------------------------------|
| <i>Arabic</i>         | هل تتحدث اللغة العربية؟           |
| <i>Armenian</i>       | Դուք հայերեն խոսո՞ւմ եք:          |
| <i>Bengali</i>        | আপনি কি বাংলায় কথা বলেন?         |
| <i>Burmese</i>        | သင် ပြန်မကောင်း ပြောပါသလား။       |
| <i>Cantonese</i>      | 您讲粤语吗?                            |
| <i>Farsi</i>          | فارسی صحبت می کنید؟               |
| <i>French</i>         | Parlez-vous français ?            |
| <i>Haitian Creole</i> | Èske ou pale Kreyòl Ayisyen?      |
| <i>Italian</i>        | Parla italiano?                   |
| <i>Japanese</i>       | 日本語を話せますか?                        |
| <i>Korean</i>         | 한국어를 사용하십니까?                      |
| <i>Mandarin</i>       | 您讲普通话吗?                           |
| <i>Nepali</i>         | के तपाईं नेपाली बोल्नहन्छ?        |
| <i>Polish</i>         | Czy mówisz po polsku?             |
| <i>Portuguese</i>     | Fala português?                   |
| <i>Russian</i>        | Вы говорите по-русски?            |
| <i>Somali</i>         | Maku hadashaa Af Soomaali?        |
| <i>Spanish</i>        | ¿Habla español?                   |
| <i>Vietnamese</i>     | Quý vị nói được tiếng Việt không? |