

Voyce - Language Interpretation Service

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We are contracted with Voyce Global to help support any callers who may require language interpretation services. These services are offered free of charge to our callers, allowing accurate communication between us and our callers. In the Contact Center, we will utilize the services over the phone with a live interpreter. Please follow the process below when an interpreter is needed on a call.

- Audio Call Interpretation Instructions:

1. Determine the language that is needed and advise the caller that you will get an interpreter.
2. Select "Translation Services" in Noble and click Begin Transfer, the caller will be placed on hold while you connect to an interpreter.
 1. Access Code: 1
 2. Press 1 for Spanish
 3. Press 2 for Vietnamese
 4. Press 3 for Mandarin
 5. Press 4 for Arabic
 6. Press 5 for Russian
 7. Press 0 or remain on the line for all other languages
3. Once the needed language has been selected, you will be connected to the interpreter.
 - The interpreter will identify themselves by name and interpreter ID; add this information along with the patients preferred language to the notes.
4. Click "Conference All" to connect the interpreter to the patient and yourself.
5. Call tips:
 - Speak to the patient directly, in first person (as if the interpreter were not on the line)
 - Speak in short segments and pause to allow the interpreter to translate. Allow a response prior to adding additional verbiage.
6. Scheduling Information - If a live ASL interpreter is needed onsite:
 - Schedule at least 5 business days out
 - Cancel/Reschedule requests should be made at least 48 hours before the scheduled appointment time
 - Urgent appointments can be scheduled less than 3 business days out if absolutely necessary - please notate when this is the case.

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