

Tips for Working with a Telephone Interpreter

Your Role

1. If you expect the call to last more than 30 minutes, tell the interpreter at the beginning.
2. Always speak in first person, just as you would in normal conversation. For example, say, "Do you have a fever?" rather than "Ask her if she has a fever."
3. Immediately introduce yourself to the Limited English Proficient (LEP) client and explain the reason for calling.
4. Be prepared to explain some things in more detail for the interpreter. Some terminology and concepts may not have an equivalent in the target language. In addition, the interpreter may request clarification to ensure the truest and most accurate rendition to the target language.
5. When using a speakerphone, make sure all parties speak clearly and loud enough to allow the interpreter to accurately provide service. Be close to the speakerphone when talking.
6. After speaking a few sentences, pause to give interpreter time to provide renditions in the target language.
7. If several people are on the call, manage the discussion. Discourage side conversations that cause the interpreter not to hear accurately.
8. Please note that static and poor audio connections can be caused by any party on the line. If audio interference makes it difficult to communicate, have all parties hang up and reinitiate the call. If this approach fails, call Proprio's customer service at 888-528-6692, option 0, and ask for assistance.

Know your languages

Many cultures have multiple dialects that are often similar, yet not considered the same language. For example: Chinese is often mistaken as a language, but is actually made up of over 7 dialects. Mandarin is the most popular; followed by Cantonese. If it is not possible to verify the dialect, make sure the interpreter is allowed to introduce himself and verify the correct language has been requested.

Below is your instruction card to obtain an over-the-phone interpreter through Proprio Language Services. Please keep this card available for quick reference. This information is account specific and should not be provided to unauthorized staff members.

Sample Company Name Over-the-Phone Interpreting	
1. Dial 1-888-###-####	
2. For Spanish: Press 1 For Non-Spanish: Press 2 Enter 2-digit language code from chart	
3. Enter 4-digit account number: ####	
4. Provide the following information: Caller's program name Caller's county of agency location Limited English Proficient's first & last name	
Third party dial out should be requested to the first live person who answers your call (interpreter/coordinator).	
Back-up interpreter number: 1-866-386-1284 The back-up number should be used only when the primary number is not available. Always attempt primary first.	
Customer Support: 1-888-528-6692, option 0	
Training video: http://propio-ls.com/client-information.html	

Language	Code	Language	Code	Language	Code	Language	Code
Albanian	47	Fulani	36	Kurdish	76	Samoan	79
Amharic	39	Georgian	82	Laotian	50	Serbian	62
Arabic	23	German	61	Lithuanian	69	Serbo-Croatian	64
Armenian	59	Greek	68	Macedonian	93	Somali	29
Bangla	58	Gujarati	40	Mai	78	Spanish	01
Bengali	48	Haitian Creole	28	Malayalam	75	Swahili	38
Bosnian	37	Hakka-Chin	95	Mandarin	24	Tagalog	46
Bulgarian	67	Hakka Chinese	87	Mandingo	89	Tamil	85
Burmese	21	Hebrew	90	Marshallese	81	Teddim	86
Cambodian	51	Hindi	43	Mongolian	72	Thai	57
Canadian French	55	Hmong	44	Nepali	25	Tibetan	83
Cantonese	31	Ibo	65	Oromo	96	Tigrinya	45
Chin	32	Indonesian	70	Pashto	77	Tongan	97
Chinese (Mandarin)	24	Italian	56	Persian	74	Turkish	54
Croatian	92	Japanese	63	Polish	42	Twi	66
Dari	80	Karen	34	Portuguese	35	Ukrainian	71
Dutch	84	Karenni	60	Punjabi	49	Urdu	41
Farsi	33	Kinyarwanda	94	Rohingya	16	Vietnamese	22
Filipino	73	Kirundi	53	Romanian	52	Yoruba	88
French	26	Korean	30	Russian	27	All other languages*	99

* For the quickest connect time, please use 2-digit language specific code listed above.

IF YOU NEED A FREE INTERPRETER, PLEASE POINT TO YOUR LANGUAGE



Amharic: አማርኛ አስተርጋሚ ቤት የኩል ስራንስ እና አገልግሎት የመረጃዎች	Arabic: عربی إذا كنت في حاجة إلى مترجم مجاناً، أشر إلى اللغة المطلوبة
Bosnian: Bosanski Ako vam je potreban besplatni prevodilac, pokažite na svoj jezik	Burmese: ဗမာစာ / ဗမာစကား အကယ်၍ သင် စကားပြန်တစ်ဦးလိုအပ်ပါက ကျေးဇူးပြုပြီး သင်၏ဘာသာစကားကို ဖွံ့ဖြိုးပါ။
Chin: Baungshe Holhleh piak tu na herh asi ah cun, zaangfahnak tein na holh kha rak kan chim ta.	French: Français Si vous avez besoin de l'assistance gratuite d'un interprète, indiquez votre langue.
Greek: Ελληνικά Αν χρειάζεστε έναν ελεύθερο διερμηνέα, παρακαλώ δείξτε τη γλώσσα σας	Gujarati: ગુજરાતી જો તમારે નિઃશ્વાસ અનુવાદકની જરૂર હોય તો તમારી ભાષા તરફ ચીધો.
Hindi: हिन्दी यदि आपको एक मुफ्त भाषा अनुवादक की आवश्यकता हो, तो कृपया अपनी भाषा की ओर इशारा करें	Hmong: Hmoob Yog koj xav tau tus kws pab txais lus pub dawb, thov qhia koj hom lus.
Haitian Creole: Kreyòl ayisyen Si w bezwen yon entèpèt, montre ki lang ou pale	Italian: Italiano Se avete bisogno di un interprete gratuito, indicate la vostra lingua
Japanese: 日本語 無料の通訳が必要な場合は、言語を指示してください	Karen: unD နှစ်ဝါဘ်ဘာရှိသူကတို့ကိုဝှက်ယူလိန်၊ ဝံသးရာနဲ့ပါဝါးချို့ယူလို့အလို့တကု့။
Karenni: ကရောင်းသွေး အေဒ့ဴး ကျေးမွာ ပြန်လည်ပေါ်ပေါ်မှတ်ဆောင်ရွက်ခဲ့ပါသည်။	Khmer: ភាសាខ្មែរ ជីវិ៍មសេរាបៀរុបត្រូវការអ្នកបារាំប្រចាំថ្ងៃ និងការប្រើប្រាស់សាស្ត្រ ស្ថាប័នដែលទទួលខុសត្រូវ។
Kirundi: Rundi Niwoba ukeneye umusobanuzi wa gusa, fyonda ahanditse ururimi rwawe	Korean: 한국어 무료로 통역자가 필요한시면 사용하는시는 언어를 지적해주세요.
Nepali: नेपाली यदि तपाईंलाई निःशुल्क दोभाषे चाहिएमा, कृपया आफ्नो भाषामा देखाउनुहोस्	Norwegian: Norsk Hvis du trenger en gratis tolk, kan du peke på landet ditt.
Polish: Polski Jeśli potrzebujesz bezpłatnej usługi tłumacza, wskaż swój język.	Portuguese: Português Se precisa de um intérprete gratuito, aponte para seu idioma
Punjabi: ਪੰਜਾਬੀ ਜੇ ਤੁਹਾਨੂੰ ਇੱਕ ਮੁਫਤ ਢੁਗਸ਼ੀਏ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਸੰਕੇਤ ਕਰੋ	Romanian: Română Dacă aveți nevoie de asistență gratuită din partea unui interpred, vă rugăm indicați limba dvs.
Russian: Русский Если вам нужен бесплатный переводчик, выберите ваш язык.	Serbian: Српски Ако вам је потребан бесплатни преводилац, покажите на свој језик
Simplified Mandarin: 简体中文 如果您需要译员，请指向您的语言	Somali: Soomaali Haddaad u baahan tahay turjumaan bilaash ah, fadlan tilmaamo luqadaada.
Spanish: Español Si necesitas un intérprete gratuito, por favor selecciona su idioma respectivo.	Swahili: Kiswahili Ikiwa unahtaji mkalimani bila malipo, tafadhali onyesha lugha yako.
Swedish: Svenska Om ni behöver tolk kostnadsfritt, var god ange ert språk.	Tagalog: Tagalog Kung kailangan niyo ng libreng interpreter o tagasalin, ituro ang inyong wika
Tamil: தமிழ் இலவச மொழிப்பொயர்ப்பு தேவையில், தங்களின் மொழியைக் குறிப்பிடவும்.	Thai: ภาษาไทย หากคุณต้องการล่ามฟรี กรุณาชี้ไปที่ภาษาของคุณ
Tigirigma: തിഡി ഒരു അപ്പാട്ടിലും മാറ്റിയാണ് അപ്പാട്ടിലും അപ്പാട്ടിലും അപ്പാട്ടിലും	Traditional Mandarin: 繁体中文 如果您需要譯員，請指向您的語言
Vietnamese : tiếng việt Nếu quý vị cần thông dịch viên miễn phí, vui lòng trả vào ngôn ngữ của quý	Urdu: اردو اگر آپ کو ایک مفت مترجم در کار ہے، براہ کرم اپنی زبان بتائیں۔

	Simplified Chinese	Traditional Chinese
Cantonese	粤语	粵語
Chaochow	潮州话	潮州話
Fukienese	福建话	福建話
Fuzhou	福州话	福州話
Mandarin	普通话	國語
Shanghai	上海话	上海話
Taiwanese	台湾话	台語
Toishanese	台山话	台山話
Ning Po	宁波话	寧波話

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“One Moment Please” Tool

How to Say “One Moment Please” in Eighteen Common Languages

Language:	Written in Language	Phonetic Pronunciation
Albanian:	Nje minutë ju lutem.	nee-yeh mee-noo-teh you loo-tem
Arabic:	دقيقة من فضلك	dakika meen fahdlock (masculine) dakika meen fahdlick (feminine)
Chinese:	請稍候	ching show hoe
French:	Un moment s'il vous plaît.	uhn moe-mon seal-voo-play
German:	Einen Moment bitte.	eye-nen moment bee-teh
Gujarati:	મેહરબાની કરીને એક પળ થોભશો	meherbani kariné ek pul thobso
Haitian Creole:	Tanpri tann yon ti moman.	tan-pree tan yaw tee moe-maw
Hindi:	कृपया एक पल प्रतीक्षा करें	kreepya ek pal prateeksha karen
Italian:	Un momento per favore.	oon moe-mento pair fah-vore-ay
Japanese:	少々お待ちください。	shosho omachi kudasai
Korean:	잠깐 기다리세요	jam-kan ki-da-ri-se-yo
Polish:	Moment, proszę.	moment prosheh
Portuguese:	Um momento, por favor.	um moe-mento, poor fah-vor
Russian:	Подождите, пожалуйста.	padazhdite, pazhalusta
Spanish:	Un momento por favor.	oon moe-mento poor fah-vor
Swahili:	Subiri kidogo	soo-bee-re key-dough-go
Tamil:	தயவு செய்து ஒரு நிமிடம்	dye-ya-vu seydu oru nimi-dom
Vietnamese:	Xin chờ một chút	sin char moe-chew