

INTERPRETER SERVICES

GUIDE TO USING OVER-THE-PHONE INTERPRETATION (OPI)



If you need an Interpreter to assist you in communicating with your patient right away, and an in-person Interpreter is unavailable or not needed (for example, during phone calls to patients), please follow these steps to obtain a free Over-the-Phone (OPI) Interpreter:

1. Call Pacific Interpreters at 1-800-264-1552.
2. Provide the access code **839875** to the agent.
3. Indicate the language you need.
4. Provide your name, the name of the clinic/inpatient unit where you work, your phone number, and the patient's MRN.

In the event that you encounter difficulties with Pacific Interpreters such as

- the language you need is unavailable;
- a prolonged wait time (more than 2 minutes) before an Interpreter is available;
- the quality of interpretation is questionable, even after you have requested a different Interpreter;

please follow these steps to contact our second OPI vendor:

1. Call CyraCom at 1-844-206-2794.
2. Provide your assigned PIN, the language you need, and the patient's MRN.

Once an Interpreter is on the phone, you should speak with the Over-the-Phone Interpreter the same way you would with an in-person Interpreter. First, give a brief summary of the situation and include who is in the room and the subject matter. When the encounter is over, simply thank the interpreter and hang up.

Please keep in mind that you should only call OPI at the moment it's needed. If there will be wait time between providers, please hang up and call back instead of leaving it on hold as OPI vendors bill Interpreter Services by the minute.

Pacific Interpreters is our primary Over-the-Phone interpretation service provider. Only under those special circumstances mentioned above should CyraCom be used.

Interpreter Services at Michigan Medicine

2025 Traverwood Drive, Suite A4 | Ann Arbor, MI 48105
p. (734) 936-7021 | f. (734) 998-2161 | e. InterpreterServices@med.umich.edu
www.med.umich.edu/interpreter | umhs-community.org



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CYRACOM PIN NUMBERS BY AREA

M | C.S. MOTT CHILDREN'S HOSPITAL
MICHIGAN MEDICINE

M | UNIVERSITY OF MICHIGAN HOSPITAL
MICHIGAN MEDICINE

**ED, OR, MRI, and
Sleep Disorders Center**

M | VON VOIGTLANDER WOMEN'S HOSPITAL
MICHIGAN MEDICINE

M | FRANKEL CARDIOVASCULAR CENTER
MICHIGAN MEDICINE

AREA	PIN
Mott OR	1001
Mott MRI	1002
7E	1003
7W	1004
7 Infusion	1005
8E (Adult)	1006
8E (CAPH)	1007
8W (NICU)	1008
9E	1009
9W	1010
10E (PICU)	1011
10W (PCTU)	1012
Mott Dialysis	1013
RMH	1014
11W	1015
12E	1016
12W	1017
Mott ED	3001

AREA	PIN
4A	1201
4B	1202
4C	1203
4D Neuro	1204
CVICU	1205
5A	1206
5B	1207
5C	1208
5D SICU	1209
CVC5	1210
6A	1211
6B	1212
6C	1213
6D CCMU	1214
7A	1215
7B	1216
7C	1217
7D CICU	1218
7W Adult BMT	1219
8A	1220
8B	1221
8E Adult	1222
8C	1223
8D	1224
9C	1225
TBC	1226
SSU	1227
MSSU	1228

AREA	PIN

****This document will be updated with more Cyracom Pin Numbers as we obtain them.**