

INTERPRETER SERVICES

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



If you need the immediate assistance of an interpreter to communicate with your patient, please follow these steps to obtain an Over-the-Phone (OPI) Interpreter:

1. Dial M-Terp (6-8377) at 734-936-8377.
2. Select the language needed from the prompt options:
 - 1) English
 - 2) Spanish
 - 3) Russian
 - 4) Japanese
 - 5) Chinese
 - 6) Arabic
 - 7) French
 - 8) Korean

If the language is not listed, please remain on the line.

3. Provide the patient's MRN, your name, the name of the clinic/inpatient unit where you work, and your phone number.

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. Give a summary of the situation, including the matter to be discussed, and mention who is present in the room. When the encounter is over, thank the interpreter and hang up.

If you encounter difficulties with M-Terp, such as the wait time to be transferred to the vendor being too long, please call 1-855-400-2526 (Pacific Interpreters).

If the language you need is unavailable via M-Terp or Pacific Interpreters, or if you are experiencing a prolonged wait time (more than 5 minutes) before an interpreter is available; or if 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 (below), the language you need, and the patient's MRN.

Outpatient Pin: 1000

Inpatient Pin: 2000

Emergency Department Pin: 3000

Please keep in mind that you should only call OPI when 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.

M-Terp is our primary Over-the-Phone interpretation service, followed by Pacific Interpreters. Only under the circumstances mentioned above should CyraCom be used.