

Memorial Medical Interpretation Resources

In-person, American Sign Language (ASL)

- Southwest Interpreting Services
 - 1-915-478-5022
- We Interpret:
 - 1-877-788-8454
 - **Emergency Press 2**, all other requests Press 3
- Other Options:
 - Bonnie Smith, ASL Interpreter
 - (575) 635 – 8081

In-Person, Trilingual Sign Language

- Southwest Interpreting Services
 - 1-915-478-5022

Considerations: Any Team Member can schedule an In-Person Sign Language Interpreter.

Be prepared to provide the following information:

- Patient's Name
- Patient's location (e.g. Emergency Room)
- Date and time interpreter is needed

On Demand Interpretation Resources:

- Over 170 different languages (including ASL) is available 24/7 through **Cyacom (Blue Phones)** telephonic Interpretation located in each department.
- Blue phone offer audio interpretation
- Ipad/Mobile app offer 2-way video interpretation

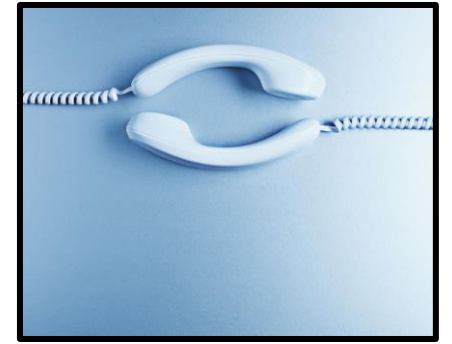
Dual Role Spanish Interpreter (Contact the AOD)

Tips for Working with Dual Role Interpreters

- Speak in short sentences
- Speak in the first person
- Wait for the interpreter to give you the patient's response
- Remember that each of our MMC interpreters serve in *dual roles*, meaning that they also carry their normal job responsibilities in addition to serving the hospital as an interpreter.



Telephonic Interpretation



- 1) Dial 1-800-481-3293 (Dial “9” first if internal)
- 2) When prompted, enter the account number: 501016495
- 3) When prompted, enter the pin number: 1002
- 4) When prompted, select the language you need, and follow any additional instructions. You will be placed in the queue for an interpreter speaking the language you have selected.

Tip #1: If the phone you are using has a “speaker phone” option, consider using it to make communication easier.

Tip #2: If you need to add another party into the line, follow steps 1-3 first, and then follow the instructions to conference another party into the conversation.

Tip #3: If you are calling from an internal phone line, you may not be able to dial long distance directly. Dial the switch board first (0) and they can connect you.

APP INTERPRETER ACCESS

1. Login

USERNAME: **MMCenter@cyracomvri.com**

PASSWORD: **video123**

2. Select the language, and enter session data



Favorite Languages Bar (*most frequently requested*)



Search Language Field, or



Scroll through Alphabetical List of Languages Provided



CyraCom Interpreter
Voice & Video Interpretation



App available in App Store
or Google Play Store



Customer Service Support
support@cyracom.com | 1-800-481-3289

BLUE CORDED PHONE ACCESS

1. Press the blue button labeled ACCESS
2. When prompted, press the white button labeled ACCT/PIN
3. At the second prompt, say the name of the language you need and follow the prompts



BLUE CORDLESS PHONE ACCESS

1. Press the UP ARROW
2. Press the TALK button when number appears on screen
3. Please say the language you need and follow the prompts



Customer Service Support
support@cyracom.com | 1-800-481-3289

ANY PHONE ACCESS

1. Dial 1(800) 481-3293 to access the interpretation services
2. When prompted, enter your account number: 501016495
3. At the second prompt, enter your 4-digit PIN number: 1002
4. Say the language you need and follow the prompts



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