

REQUESTING AN INTERPRETER



ONSITE INTERPRETATION

DIAL

503-265-8515

Option 1, then 1



TELEPHONIC INTERPRETATION

DIAL

503-265-8515

Option 1, then 2



VIDEO RELAY INTERPRETATION

GET CONNECTED:

- Open VRI App on Your Device (iPad or laptop)
- Select Language Needed
- Once interpreter connects, provide:

YOUR INFORMATION:

- Provider's First & Last Name
- Department

PATIENT'S DETAILS:

- Patient's Full Name/DOB

For instructions on downloading the app, contact our Client Relations team:



clientrelations
@linguava.com

YOUR INFORMATION:

- Customer Code
- Department
- Your Name & Phone Number

APPOINTMENT DETAILS:

- Date/Time/Duration
- Language Needed
- Location/Address

CLIENT'S DETAILS:

- Client's full name/DOB
- Phone Number
- Insurance Info: Member ID

ADDITIONAL INFO:

- Requested Interpreter/Gender Preference
- Any special materials/Instructions (such as: where to park, type of visit, paperwork to bring, etc.)



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