



**pacificinterpreters™**

*We understand.*

## D-I-A-L™: Direct Interpreter Access Line



**Answer calls from Limited English Proficient (LEP) patients/clients with the interpreter already on the line!**

D-I-A-L™ is a family of customized solutions designed to address the challenges of inbound calls from Limited English Proficient (LEP) callers. When an LEP patient/client dials your number, they will be paired with an interpreter before your phone even rings!

### D-I-A-L PROVIDES:

- An efficient way to quickly and accurately assess your the needs of your LEP patient/client.
- A way to empower your LEP patients/clients to get the assistance they need.

### USING D-I-A-L:



*LEP Patient/Client  
Calls Access  
Number*



*Interpreter  
Answers and  
Routes Call*



*Call Received by  
your Business;  
Interpreter Facilitates  
Conversation*

### CONSIDER D-I-A-L TO ASSIST WITH:

- Routine inbound calls to your main switchboard or general phone number.
- Calls to an international department with VIP patients/clients.
- Billing, credit and collections questions.
- **Healthcare:** Clinical trials, transplant cases, post-discharge reporting, and other scenarios that require regular hospital contact.
- **Government and Business:** Special promotional marketing initiatives or service outage notifications.



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### WHEN YOU IMPLEMENT D-I-A-L, YOU HAVE A FEW CHOICES:

**1. One phone number or several?**

- Choose several language-specific toll-free telephone numbers, with one for each of your commonly-requested languages (e.g. 1.800.555.XXXX for Spanish, 1.800.444.XXXX for Russian).  
– OR –
- Choose one toll-free telephone number for LEP patients/clients to call. They will encounter a telephone tree to route them to commonly-requested languages (e.g. press “1” for Spanish, press “2” for Russian, etc.).

**2. Standard or custom recording?** The LEP patient/client will then hear a recording in their language (e.g. A custom recording might be: “Thank you for calling Pacific Health System; please hold for your Spanish interpreter.”)

**3. How is the call routed once you have an interpreter on the line?**

- All calls are routed to a central telephone number at your business (e.g. the main switchboard).  
– OR –
- LEP patient/client may give representative one of the approved numbers to call at your business.

Based on the options you implement with Pacific Interpreters™, we will provide customized materials called D-I-A-L cards for you to distribute to your LEP patients/clients. The cards explain how to access an interpreter when they call. It's that easy!

*Tell us your challenge – we'll be happy to help you find a solution.*



**Contact the Sales Department:**

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