



**pacificinterpreters**

*We understand.*

## How to Access a Telephonic Interpreter

### CLIENT WITH YOU IN PERSON:

- ① Dial: **1. 866.421.3463**
- ② Our customer service associate (CSA) will prompt you for the following information:  
Access Code: **842183**  
Male or Female Interpreters  
Caller's Name  
Is this an SA or DV Case?  
Language Needed
- ③ You will be placed on hold briefly, and connected to an interpreter in less than 30 seconds.

### CLIENT ON THE PHONE:

- ① Use the conference hold feature if the client is on the phone
- ② Dial: **1. 866.421.3463**
- ③ Our CSA will prompt you for the following information:  
Access Code: **842183**  
Male or Female Interpreters  
Caller's Name  
Is this an SA or DV Case?  
Language Needed
- ④ You will be placed on hold briefly, and connected to an interpreter in less than 30 seconds.

### CALLING A CLIENT / CONFERENCE CALL:

- ① Dial: **1. 866.421.3463**
- ② Our CSA will prompt you for the following information:  
Access Code: **842183**  
Male or Female Interpreters  
Caller's Name  
Is this an SA or DV Case?  
Language Needed
- ③ Our CSA will ask if you need to call a client (or other parties), and the name(s) and telephone number(s) of the person(s) you would like added to the call.
- ④ You will be placed on hold briefly while we access an interpreter. The customer service associate will add an interpreter on the line and then make the additional call-outs.

\* If the LEP client's language is unknown, show them the Language Identification Card and let them point to the language they speak.

\* If the LEP client's language is not listed on the Language Identification Card you may request the assistance of our customer service associates who are skilled in determining target languages.



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## Telephonic Interpreting

Pacific Interpreters—helping the healthcare industry achieve their language access goals with world-class over-the-phone interpreting services since 1992. Highly skilled, qualified and experienced medical interpreters are quickly connected to you and your Limited English Proficient (LEP) clients through our state-of-the art telecommunications system.

Working in tandem with your on-site staff, contract agency personnel and qualified interpreters, Pacific Interpreters offers a broad range of language coverage virtually unobtainable in any one geographic location.



### HELPING YOU:

- Comply with government mandates
- Provide equal access for culturally diverse patient communities
- Manage interpreting costs
- Enhance patient relations and increase positive outcomes
- Meet or exceed Joint Commission (JCAHO) requirements
- Reduce the cost of LEP healthcare



### SERVICE SPECIFICATIONS:

- Service 24 hours a day, 365 days a year
- Interpreter available in approximately 25 seconds or less
- Support for over 180 languages
- Language availability of 99.85%
- Live operators around the clock
- Interpreter access from any phone
- HIPAA compliant
- Continual call monitoring for quality assurance
- Skilled interpreters specializing in medical interpreting
- Customized onsite implementation of service



### PRICING AND REPORTING:

- Flat price per minute any time of day for any language
- No set-up fees or monthly minimums
- Comprehensive usage reporting and accountability
- Custom data collection
- Volume discounts based on aggregate customer group usage
- Real-time call data reports accessible online
- Individual billing and reporting for each facility/department



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**Acholi** – Uganda, Sudan  
**Afrikaans** – South Africa, Namibia  
**Akan** – Ghana, Ivory Coast  
**Akateko** – Guatemala  
**Albanian** – Albania  
**Algerian Arabic** – Algeria  
**Amharic** – Ethiopia  
**Arabic** – Widely Distributed  
**Armenian** – Armenia  
**Ashanti (Asante Twi)** – Ghana  
**Assyrian** – Iraq  
**Azerbaijani** – Azerbaijan  
**Azorean Portuguese** – Azores Islands  
**Bahnar** – Vietnam  
**Bahasa Indonesia (Indonesian)** – Indonesia  
**Bambara** – Mali  
**Belarusian** – Belarus  
**Bengali** – Bangladesh, India  
**Bosnian** – Bosnia & Herzegovina  
**Brazilian Portuguese** – Brazil  
**Bulgarian** – Bulgaria  
**Burmese** – Myanmar (former Burma)  
**Cambodian (Khmer)** – Cambodia  
**Cantonese** – China  
**Cape Verdean (Portuguese Creole)** – Cape Verde  
**Catalan** – Andorra, Spain  
**Cebuano** – Philippines  
**Chaldean** – Iraq  
**Chamorro** – Guam  
**Chaozhou (Teochew)** – China  
**Chin** – Myanmar (former Burma)  
**Chinese (var. languages/dialects)** – China  
**Chuukese (Trukese)** – Micronesia  
**Croatian** – Croatia  
**Czech** – Czech Republic  
**Danish** – Denmark  
**Dari (Afgan Farsi)** – Afghanistan  
**Dene** – Canada  
**Dewoin** – Liberia  
**Dinka** – Sudan  
**Doumenese** – China  
**Duala** – Cameroon  
**Dutch** – Netherlands  
**Egyptian Arabic** – Egypt  
**Estonian** – Estonia  
**Ewe** – Ghana  
**Fante** – Ghana  
**Farsi (Persian)** – Afghanistan, Iran, Iraq, Pakistan  
**Fijian** – Fiji  
**Filipino (Tagalog)** – Philippines  
**Finnish** – Finland  
**Flemish** – Belgium  
**French** – Africa, Canada, France, Tunisia, et al.  
**French Creole** – Caribbean  
**Fukienese** – China  
**Fulani (Fulfulde, Fula)** – Cameroon, Niger, Nigeria, Senegal  
**Fuzhou** – China  
**Ga** – Ghana  
**Gen (Mina)** – Togo, Benin  
**German** – Germany  
**Gokana (Khana)** – Nigeria  
**Greek** – Greece  
**Gujarati** – India

**Haitian Creole** – Haiti  
**Haka Burmese** – Myanmar (former Burma)  
**Hakka** – China  
**Hausa** – Niger, Nigeria  
**Hebrew** – Israel  
**Hindi** – India  
**Hmong** – China, Vietnam, Laos  
**Hungarian** – Hungary  
**Ibo (Igbo)** – Nigeria  
**Ilocano** – Philippines  
**Indonesian (Bahasa Indonesia)** – Indonesia  
**Iraqi Arabic** – Iraq  
**Italian** – Italy  
**Japanese** – Japan  
**Jarai** – Vietnam  
**Javanese** – Indonesia  
**Jordanian Arabic** – Jordan  
**Juba Arabic** – Sudan  
**Kanjobal (Q'anjob'al)** – Guatemala  
**Kannada** – India  
**Kapampangan** – Philippines  
**Karen [Pa'o, S'gaw]** – Myanmar (former Burma)  
**Kayah** – Myanmar (former Burma)  
**Khmer (Cambodian)** – Cambodia  
**Kinyarwanda** – Rwanda  
**Kirundi** – Burundi  
**Koho** – Vietnam  
**Korean** – Korea  
**Kpele** – Guinea, Liberia  
**Krahn** – Liberia, Ivory Coast  
**Krio** – Sierra Leone  
**Kunama** – Eritrea  
**Kurdish [Kurmanji, Sorani]** – Iraq, Turkey, Iran  
**Kurmanji (Northern Kurdish)** – Turkey  
**Kuawaiti Arabic** – Kuwait  
**Lao** – Laos  
**Latvian** – Latvia  
**Lebanese Arabic** – Lebanon  
**Lingala** – Republic of the Congo  
**Lithuanian** – Lithuania  
**Luganda** – Uganda  
**Luo** – Kenya  
**Maay (Af Maay, Rahanween, Bantu)** – Somalia  
**Macedonian** – Macedonia  
**Malay** – Malaysia  
**Malayalam** – India  
**Malinke** – Senegal  
**Mam** – Guatemala  
**Mandarin** – China  
**Mandinka (Mandingo)** – Senegal  
**Marathi** – India  
**Marshallese** – Marshall Islands  
**Mayan [Akateko, Kanjobal]** – Guatemala, Mexico  
**Mien** – China, Laos, Thailand  
**Mina (Gen)** – Togo, Benin  
**Minangkabau** – Indonesia  
**Mixteco Alto** – Mexico  
**Mixteco Bajo** – Mexico  
**Mnong** – Vietnam  
**Mongolian** – Mongolia  
**Moroccan Arabic** – Morocco  
**Nahuatl** – Mexico  
**Navajo** – U.S.A. (Southwest)  
**Nepali** – Nepal, India  
**Nuer** – Sudan  
**Oromo** – Ethiopia

**Palestinian Arabic** – Israel, Jordan  
**Pangasinan** – Philippines  
**Papiamentu** – Netherlands Antilles  
**Pashto (Pushto)** – Pakistan, Afghanistan  
**Persian (Farsi)** – Afghanistan, Iran, Iraq, Pakistan  
**Polish** – Poland  
**Portuguese** – Portugal, Brazil, et al.  
**Portuguese Creole (Cape Verdean)** – Cape Verde  
**Pulaar** – Senegal  
**Punjabi (Panjabi)** – Pakistan, India  
**Quechua** – Argentina, Bolivia, Colombia, Ecuador, Peru  
**Quiche (K'iche)** – Guatemala  
**Rade** – Vietnam  
**Romanian** – Romania  
**Russian** – Russia  
**Samoan** – Samoa  
**San Miguel** – Mexico  
**Santa Eulalia** – Guatemala  
**Saraiki** – Pakistan, India  
**Serbian** – Serbia, Montenegro  
**Serbo-Croatian** – Balkans  
**Shanghaiese** – China  
**Sichuan (Szechuan)** – China  
**Sinhala** – Sri Lanka  
**Slovak** – Slovakia  
**Somali** – Somalia  
**Soninke (Serahule)** – Mali  
**Sorani (Central Kurdish)** – Iraq  
**Spanish** – Spain, Latin America, et al.  
**Sudanese Arabic** – Sudan  
**Susu** – Guinea  
**Swahili** – Kenya, Somalia, Tanzania, et al.  
**Swedish** – Sweden  
**Syrian Arabic** – Syria  
**Tagalog (Filipino)** – Philippines  
**Tai Dam** – Vietnam  
**Taiwanese** – Taiwan  
**Tamil** – India  
**Telugu** – India  
**Teochew (Chaozhou)** – China  
**Thai** – Thailand  
**Tibetan** – China  
**Tigrigna (Tigrinya)** – Ethiopia, Eritrea  
**Toishanese** – China  
**Tongan** – Tonga  
**Trukese (Chuukese)** – Micronesia  
**Tunisian Arabic** – Tunisia  
**Turkish** – Turkey  
**Twí** – Ghana  
**Tzotzil** – Mexico  
**Ukrainian** – Ukraine  
**Urdu** – Pakistan, India  
**Uzbek** – Afghanistan, Uzbekistan  
**Vietnamese** – Vietnam  
**Wolof** – Senegal  
**Xhosa** – South Africa  
**Yemeni Arabic** – Yemen  
**Yiddish** – Israel  
**Yoruba** – Nigeria  
**Yup'ik** – U.S.A. (Alaska)  
**Zarma** – Niger  
**Zhongshanese** – China  
**Zulu** – South Africa



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## Supported Languages and Dialects by Country

**Afghanistan** – Dari, Farsi (Persian), Pashto (Pusho), Uzbek  
**Albania** – Albanian  
**Algeria** – Algerian Arabic, French  
**Andorra** – Catalan, French, Spanish  
**Argentina** – Quechua, Spanish  
**Armenia** – Armenian  
**Azerbaijan** – Azerbaijani  
**Azores Islands** – Azorean Portuguese  
**Balkans** – Serbo-Croatian  
**Bangladesh** – Bengali  
**Belarus** – Belarusian  
**Belgium** – Flemish  
**Benin** – Gen, Mina  
**Bolivia** – Quechua, Spanish  
**Bosnia & Herzegovina** – Serbian, Bosnian, Croatian (SBC)  
**Brazil** – Brazilian Portuguese  
**Bulgaria** – Bulgarian  
**Burundi** – Kirundi  
**Cambodia** – Khmer (Cambodian)  
**Cameroon** – Duala, French, Fulani (Fulfulde, Fula)  
**Canada** – Dene, French  
**Cape Verde** – Portuguese Creole (Cape Verdean)  
**Caribbean** – French Creole  
**Chad** – French, Fulfulde (Fulani, Fula)  
**Chile** – Spanish  
**China** – Cantonese, Chaozhou (Teochew), Doumenese, Fukienese, Fuzhou, Hakka, Hmong, Mandarin, Mien, Shanghaiese, Sichuan (Szechuan), Tibetan, Toishanese, Zhongshanese  
**Colombia** – Quechua, Spanish  
**Congo, Republic of the** – French, Lingala  
**Costa Rica** – Spanish  
**Croatia** – Serbian, Bosnian, Croatian (SBC), Serbo-Croatian  
**Cuba** – Spanish  
**Czech Republic** – Czech  
**Denmark** – Danish  
**Dominican Republic** – Spanish  
**Ecuador** – Quechua, Spanish  
**Egypt** – Egyptian Arabic  
**El Salvador** – Spanish  
**Eritrea** – Kunama, Tigrigna (Tigrinya)  
**Estonia** – Estonian  
**Ethiopia** – Amharic, Tigrigna (Tigrinya)  
**Fiji** – Fijian  
**Finland** – Finnish  
**France** – French  
**Germany** – German  
**Ghana** – Akan, Ashanti (Asante Twi), Ewe,

Fante, Ga, Twi  
**Greece** – Greek  
**Guam** – Chamorro  
**Guatemala** – Akateko, Kanjobal (Q'anjob'al), Mam, Quiche (K'iche), Santa Eulalia, Spanish  
**Guinea** – Kpele, Susu  
**Haiti** – Haitian Creole  
**Honduras** – Spanish  
**Hungary** – Hungarian  
**India** – Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi, Nepali, Punjabi (Panjabi), Saraiki, Tamil, Telugu, Urdu  
**Indonesia** – Indonesian (Bahasa Indonesia), Javanese, Minangkabau  
**Iran** – Farsi (Persian), Kurdish [Kurmanji, Sorani]  
**Iraq** – Assyrian, Chaldean, Farsi (Persian), Iraqi Arabic, Kurdish [Kurmanji, Sorani]  
**Israel** – Hebrew, Palestinian Arabic, Yiddish  
**Italy** – Italian  
**Ivory Coast** – Akan, French, Krahn  
**Japan** – Japanese  
**Jordan** – Jordanian Arabic, Palestinian Arabic  
**Kenya** – Luo, Swahili  
**Korea** – Korean  
**Kuwait** – Kuwaiti Arabic  
**Laos** – Hmong, Lao, Mien  
**Latin America** – Spanish  
**Latvia** – Latvian  
**Lebanon** – Lebanese Arabic  
**Liberia** – Dewoin, Kpele, Krahn  
**Lithuania** – Lithuanian  
**Macedonia** – Macedonian  
**Madagascar** – French  
**Malaysia** – Malay  
**Mali** – Bambara, Soninke (Serahule)  
**Marshall Islands** – Marshallese  
**Mexico** – Mayan [Akateko, Kanjobal], Mixteco Alto, Mixteco Bajo, Nahuatl, San Miguel, Spanish, Tzotzil  
**Micronesia** – Chuukese (Trukese)  
**Mongolia** – Mongolian  
**Montenegro** – Serbian  
**Morocco** – French, Moroccan Arabic  
**Myanmar (former Burma)** – Burmese, Chin, Haka Burmese, Karen [Pa'o, S'gaw], Kayah  
**Namibia** – Afrikaans  
**Nepal** – Nepali  
**Netherlands** – Dutch  
**Netherlands Antilles** – Papiamentu  
**Nicaragua** – Spanish

**Niger** – French, Fulani (Fulfulde, Fula), Hausa, Zarma  
**Nigeria** – Fulani (Fulfulde, Fula), Gokana (Khana), Hausa, Ibo (Igbo), Yoruba  
**Pakistan** – Farsi (Persian), Pashto (Pusho), Punjabi (Panjabi), Saraiki, Urdu  
**Panama** – Spanish  
**Paraguay** – Spanish  
**Peru** – Quechua, Spanish  
**Philippines** – Cebuano, Ilocano, Kapampangan, Pangasinan, Tagalog (Filipino)  
**Poland** – Polish  
**Portugal** – Portuguese  
**Puerto Rico** – Spanish  
**Romania** – Romanian  
**Russia** – Russian  
**Rwanda** – French, Kinyarwanda  
**Samoa** – Samoan  
**Senegal** – French, Fulani (Fulfulde, Fula), Malinke, Mandinka (Mandingo), Pulaar, Wolof  
**Serbia** – Serbian, Bosnian, Croatian (SBC), Serbo-Croatian  
**Sierra Leone** – Krio  
**Slovakia** – Slovak  
**Somalia** – Maay (Af Maay, Bantu, Rahanween) Somali, Swahili  
**South Africa** – Afrikaans, Xhosa, Zulu  
**Spain** – Catalan, Spanish  
**Sri Lanka** – Sinhala  
**Sudan** – Acholi, Dinka, Juba Arabic, Nuer, Sudanese Arabic  
**Sweden** – Swedish  
**Syria** – Syrian Arabic  
**Taiwan** – Taiwanese  
**Tanzania** – Swahili  
**Thailand** – Mien, Thai  
**Togo** – Gen (Mina)  
**Tonga** – Tongan  
**Tunisia** – French, Tunisian Arabic  
**Turkey** – Kurdish (Kurmanji, Sorani), Turkish  
**U.S.A.** – Navajo, Yup'ik  
**Uganda** – Acholi, Luganda  
**Ukraine** – Ukrainian  
**Uruguay** – Spanish  
**Uzbekistan** – Uzbek  
**Venezuela** – Spanish  
**Vietnam** – Bahnar, Hmong, Jarai, Koho, Mnong, Rade, Tai Dam, Vietnamese  
**Yemen** – Yemeni Arabic

*This list represents 98% of all customer requests for interpretation and is subject to change as the arrival of new LEP populations create the demand for additional languages.*

### KEY

( ) = Alternate Language Names & Spellings  
[ ] = Regional Languages & Dialects