

# Connecting to CyraCom Interpreters

CyraCom offers many connection options for reaching our phone and video interpreters. Review the options below to determine what will work best for your language services program. In many cases, a combination of access options will be the most successful to help satisfy staff preferences and equipment availability.

## CyraCom Interpretation App - Expand Your Access Points for Phone and Video Interpretation

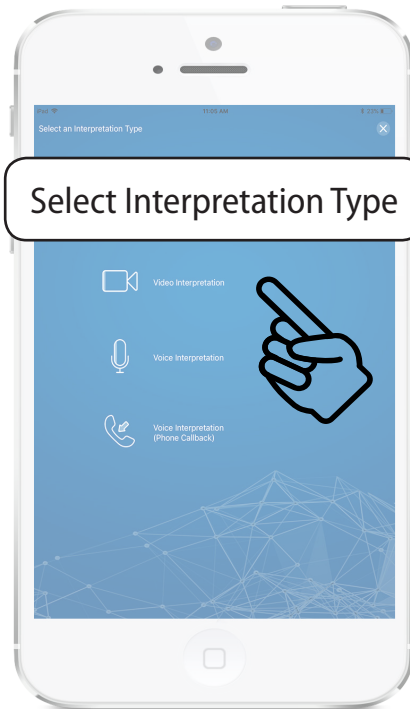
The interpretation app provides facilities with a greater number of access points for staff needing to reach an interpreter. Use your account to access either phone or video interpreters. The app saves all necessary login and account information after initial setup, which can help reduce the time it takes to reach an interpreter.



### Connect through Audio

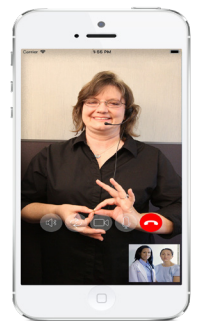


Downloading the app could be a faster and more convenient option for connecting to an interpreter, depending on the situation and location.

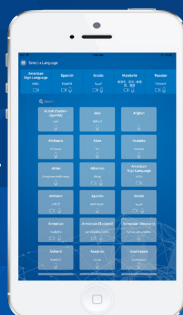


### Connect through Video

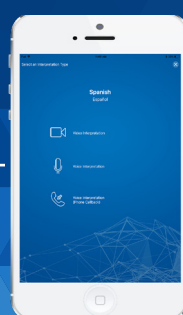
A video interpreter might be preferred for some circumstances, or it could be requested by the limited-English proficient (LEP) patient. Video interpretation is also offered through the interpretation app.



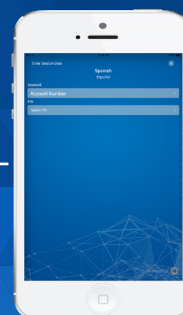
SIGN IN



HOME PAGE  
SELECT A LANGUAGE



SELECT AN  
INTERPRETATION TYPE



ENTER SESSION DATA  
(IF PROMPTED)

## Connect to a CyraCom Interpreter Using Any Phone

CyraCom's phone interpretation is available wherever there is a telephone connection. Dial CyraCom's toll free access number, enter account information and follow the voice prompts to request a patient's preferred language.



CyraCom's Blue Phone – Preferred for Face-to-Face Communication between Patient and Staff



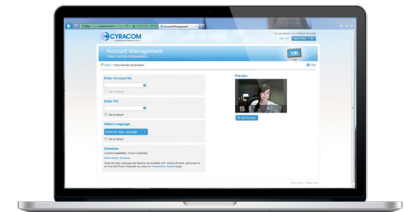
### Corded Phone

Designed for interpretation in medical settings, our corded, dual-handset Blue Phone enables natural, face-to-face communication to provide the best possible care for LEP patients. Preprogrammed buttons allow for easy access to an interpreter in seconds and its distinctive blue color makes it easy to find.



### Cordless Phones

CyraCom's cordless Blue Phone is designed for environments where mobility and hands-free communication are critical to the patient care process. Easily connect to an interpreter while moving freely.



### Account Management Portal – Connect to a Video Interpreter Using a PC

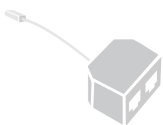
Clients can access video interpreters through a computer when logged into the Account Management Portal. This can be an easier option if there is already a computer near an LEP patient's room.

## Additional Suggestions for Successful Interpretation Sessions:



### Program access information for speed-dial

Access information can be programmed into speed-dial on individual phones or communication systems, such as Avaya<sup>®</sup>, Cisco<sup>®</sup>, Nortel<sup>®</sup>/Meridian, Polycom<sup>®</sup>/SpectraLink, Vocera<sup>®</sup>, VoIP networks, or cell phones to facilitate easy access to CyraCom's interpreters.



### Add handsets with CyraCom's splitter

Attach a handset splitter provided by CyraCom to any phone. The splitter enables additional handsets to be added to any phone, eliminating the need to pass them back and forth.



### Use speakerphones in privacy

Use a speakerphone in private areas to ensure patient privacy and confidentiality.



### Create staff awareness of connection options

Inform staff of the availability of interpretation services and the different connection options they have. CyraCom provides complimentary access instruction stickers and laminated instruction cards.