Client Implementation Guide

Implement Your
LanguageLine®Phone℠ Interpreting Services

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Section 1: Getting Started

PURPOSE: The purpose of this section is to assign who will lead the project and identify the key contacts from the interpreter services, IT/Telecom, Area/Regional Site Managers, and training departments who will assist in the LanguageLine® Phone℠ Implementation and Optimization. And, to acquaint them with the service, its corresponding implementation, and ongoing support needs.

Step 1. Assign the Champion and Host a Needs Assessment Meeting

Assign a Champion within your organization to conduct the Interpreting Services Implementation and Optimization Project. The Champion should:
- Be detailed oriented.
- Have a good working knowledge of how your clients flow through your organization.
- Have access to work with IT and telecom personnel.
- Have existing relationships at multiple management levels throughout the organization.
- Know in detail how the organization operates.
- Be personable.

NOTE: Throughout this guide we will be referring to LanguageLine's Phone interpreting service as phone interpreting. We will be referring to the Limited English Proficient as LEP.

END OF SECTION 1: The organization now has a Champion/Project Leader for the Interpretation Services Implementation and Optimization Project and has hosted the initial meeting for all necessary teams to support the project's success.

Section 2: Champion Preparation

PURPOSE: The purpose of this section is to help the Champion conduct a successful and efficient implementation and optimization so the organization realizes the benefits of their investment in interpretation services.

Step 1. Organizational Objectives

It is important that the Champion understands their organization's objectives for investing in interpretation services in order to optimize their effectiveness. Listed below are common organizational objectives:

- Attract, retain and serve LEP and Deaf and Hard-of-Hearing clients.
- Improve the organizational competitive position in the marketplace.
- Increase productivity and efficiency of staff.
- Improve LEP and Deaf and Hard-of-Hearing customer service.
- Improve speed and ability to access qualified, trained interpreters.
- Comply with federal laws and regulations regarding LEP and Deaf and Hard-of-Hearing populations.
- Reduce the risk of lawsuits and fines.
- IT'S THE RIGHT THING TO DO for your customers, clients, or patients.

Step 2. Administrative Information

To assist during the process the Champion should always have handy:

- The organization's LanguageLine Client ID number(s).
- The contact information for LanguageLine Solutions' Customer Service department and the Account Executive.

Step 3. Telecomm/IT Infrastructure

The Champion must meet with the persons responsible for telecommunications and IT to ensure equipment for accessing interpreters is compatible with the organization's telecom infrastructure and configured for optimum efficiency.

What you need to know to successfully install Phone Interpreting:

- If the telecom infrastructure is digital, analog or a combination of both. This information will help determine the equipment and accessories you may need to purchase. For example, an analog phone will not work with a digital jack, and vice versa, without purchasing a converter.
- If your company requires dialing a digit (i.e. 8, 9) to get an outside line. This information will be used when ordering.
- LanguageLine equipment to preprogram the phones with the LanguageLine toll free number.
- Any processes/procedures for installation of phones or equipment.

Step 4. Call Flows

The Champion must know the established phone call flows for reaching a LanguageLine Solutions' interpreter. The call flow information will include the LanguageLine toll free number, Client ID, and steps for reaching an interpreter. The call flow information will be used to program equipment and will be presented to the end users during training. There are three sources for this information:

- The colleague who set up the account.
- Your LanguageLine Solutions' Account Executive.
- The LanguageLine Solutions' Customer Service Department.

Accessing LanguageLine Solutions Phone Interpreting

There are 3 basic steps to access an over-the-phone interpreter, and a 4th step, which is optional, provides you the ability to collect additional information for reporting or billing purposes.

	Step 1 - Dial: Toll-Free Number	Step 2 - Provide: Client ID#	Step 3 - Select: Language	Step 4 - Provide: Personal Code(s)
Description	The # dialed by the organization to access a phone interpreter.	6 Digit #, which identifies your organization and is associated with billing.	Selection of language needed: 200+ languages available. Ask for assistance if you can determine the language.	Additional data that can be collected from the caller if desired or needed.
Options	Option 1: Generic toll-free# (no cost associated) Option 2: Custom toll-free# (cost associated)	Organizations with a custom toll free #, the caller does not have to provide the Client ID#	Option 1: Standard Menu (Spanish & Other Languages) Option 2: Custom Menu (Up to 5 languages & Other Languages, cost associated)	Up to 4 codes can be collected; can be numeric or alphanumeric (17 characters max)
Recommendations	Request the custom toll-free number if you do not want the callers from your organization to have to provide a Client ID#	Use 1 Client ID# for the organization and billing contact.* If you need to know which area, agent, location is using the services for reporting or charging back purposes, this can be accomplished by setting up personal codes (see description under "Step 4") *Request multiple Client ID# if bills need to be sent to different contacts	Custom Language Menu, recommended for call centers or organizations that have a high demand for a select number of languages	If you need to track utilization by a specific location or person, then personal codes should be set up. They can be any number or code you choose or that you create, i.e. a cost center, department or employee #.

Call Routing Options:

1. **Automated system**: an interactive voice menu answers the call and instructs the caller to enter the necessary data via the keypad of the telephone. This routing option is recommended to allow for the quickest connect times to an interpreter.
2. **Agent assisted:** a LanguageLine Solutions agent answers and collects some or all of the required data from caller and connects caller to the interpreter. This option lengthens the connect time to the interpreter.

- Do you want end-users to dial the toll free number assigned to the account?
  - This number will appear on the support materials and on any equipment programmed by LanguageLine.
- Do you want end-users to dial an internal extension? Ask telecom to create an internal extension and route it to the LLS toll free number assigned to the account.
  - This extension appears on support materials and equipment programmed by LanguageLine.

Recommendation: If the dial out is restricted to internal extensions, consider creating an additional internal extension to connect directly to LanguageLine Solutions.

- Do you already have an internal extension for language services and want your end-users to have access to LanguageLine?
  - Ask telecom to add LanguageLine to the phone tree and route the selection to the toll free number assigned to the account.
- Healthcare Specific – do you want end-users to use your Vocera system?
  - Ask telecom to add LanguageLine to the directory.

Face-to-Face with a limited English proficient individual: http://www.youtube.com/watch?v=jUHK_7tyL3U&list=PLq_cfv9tFIQBRnlv0XBf7W9RrXCOje1-R

Calling a limited English proficient individual http://www.youtube.com/watch?v=Sfx0j0GYW9A

Receiving a call from a limited English proficient individual http://www.youtube.com/watch?v=zd_EP-SZU0c

Step 5. Equipment and Accessories

It is important for the Champion to understand what additional equipment and accessories are available and when and where each should be used. This will help best determine if new equipment and accessories need to be ordered and why. Engage your Telecom department so they can help you review the equipment and ensure compatibility.

LanguageLine Solutions over-the-phone interpreters can be accessed from any phone, however we offer additional phone equipment for when you are face-to-face with a limited English proficient individual in order to facilitate access and save you time. You have the option to order a variety of equipment to fit the needs of your organization. Some of the equipment carries a modest monthly maintenance fee and other equipment can be purchased for a low flat rate. Familiarize yourself with the available phone equipment options to determine what kind of equipment you might need at your organization.

Reference Material: 2.0 Equipment and Accessories to learn what options are available.

Video: Equipment and Accessories http://www.youtube.com/watch?v=8xZcFFoPGms

Step 6. Support Materials

There are three types of Support Materials to provide awareness that interpreters are available, identifying the preferred language, and quick reference guides for access to services.

1. Awareness Materials - a critical component for optimizing the use of LanguageLine Interpreting Services. Posters and desktop displays can be placed throughout your facility announcing that language access services for LEP individuals is available.

2. Language Identification Materials – assist your staff and LEP clients in identifying which language is needed. The LEP simply points to their preferred language.

3. Access Materials – ensure that staff has quick and easy access to the information they need to reach an interpreter. These Quick Reference Guides (QRGs) are displayed on equipment and worn, or carried by, personnel most likely to interact with LEP individuals.

Reference Material: 2.1 Support Materials to learn what options are available.

Video: Equipment and Accessories: http://www.youtube.com/watch?v=8xZcFFoPGms

Step 7: End User Training

The Champion should be familiar with:
- Training delivery options.
- Training Optimization Guide.

NOTE: These are found in the Training Optimization Guide.

Familiarizing yourself with this material will be helpful during the organizational walkthrough. During the walkthrough the Champion should take note of the type of training that will be most beneficial for meeting the organizational objectives and the parts of the training that will need to be customized.

END OF SECTION 2: The Champion is now prepared to conduct an Organizational Walkthrough and has started preparation for End User Training.

Section 3: Conduct Facility Walkthrough

PURPOSE: The purpose of an organizational walkthrough is to identify the equipment, accessories, and support materials needed for efficient use of phone interpreting services.

Step 1. Notify Other Departments

The Champion should notify each department that has interactions with LEP customers that an organizational walkthrough will be taking place. The letter will announce that a department-by-department assessment will be conducted to understand the ideal need for equipment, accessories and customer support materials required to successfully implement and optimize LanguageLine Interpretation Services.

Reference Material 3.0 **Sample Notification** can assist you in writing your communication.

Step 2. Schedule Departmental Assessment

Secure and document a date for each department's walkthrough assessment. The entire assessment should take place consecutively since the equipment and materials will be ordered and shipped together.

Step 3. Conduct and Document Scheduled Walkthrough Assessment

By working with departmental staff members the walkthrough assessment will help you understand:

- Which areas need/use access to interpreting services.
- What type of equipment they need/use.
- How much equipment they need/use.
- Where the equipment is or should be placed.
- What type of Support Materials they need/use.

The walkthrough assessment will also help determine the type of infrastructure changes that need to be made in order to accommodate access to interpreting via telephone.

NOTE: Check with departmental staff to see if any equipment or materials have been misplaced or have been stored and not in use. This will ensure you do not order unnecessary equipment or materials. Check with staff if materials need to be reordered.

Reference Materials: 3.1 **Equipment Assessment Worksheet,** and 3.2 **Support Material Assessment Worksheet** to assist you during the walkthrough.

END OF SECTION 3: The champion has completed and documented the walkthrough and has identified the equipment, accessories and support materials needs of each department/area.

3.0 Sample Notification

Your Company Logo
Date

Attention Company/Organization Employees/Staff,

In our effort to continue providing outstanding exceptional services to our limited English proficient individuals we serve, we will be conducting an organizational assessment to better understand the materials/training and/or equipment, where applicable that you might need. Our phone interpreting provider is LanguageLine Solutions who provides quick, easy access to trained over-the-phone interpreters 24/7 in more than 240 languages.

In anticipation of this walkthrough, please begin to think about the following questions:

• How your staff currently communicates with limited English proficient individuals?
• Current challenges you or your staff faces when interacting with limited English proficient individuals?
• What do you think you or your staff needs in order to facilitate the process of accessing a remote interpreter?

[For remote assessments]
Please reply to this e-mail and answer the questions below: (Add questions)

[For face-to-face]
Please let me know if there is a good date/time for me to visit your area to conduct the assessment and who is the best person that can assist.

We look forward to collaborating with you during the assessment process. Once all the information has been gathered, I will place an order for any support materials and equipment and conduct the distribution. I will also be scheduling training to assist staff in accessing LanguageLine Solutions phone interpreting.

Thank you,

Language Champion
Your Name
Your Title
Your Email
Your Phone

Section 4. Place An Order

PURPOSE: The purpose of this section is to understand how to place an order for equipment, accessories and support materials.

Step 1. Collect Ordering Information

To place an order the Champion will need:

- The departmental walkthrough documentation.
- The organization's LanguageLine Client ID number(s).
- Preferred shipping address and shipper information.

Step 2. Placing the Order

Orders can be placed easily in three different ways:

1. Go to LanguageLine Solutions web site: www.LanguageLine.com
   - Phones and Accessories:
     https://www.languageline.com/client-services/equipment/order-equipment
   - Support Materials:
     https://www.languageline.com/client-services/support-materials/order-support-materials

2. Contact LanguageLine Solutions Customer Care via email at CustomerCare@LanguageLine.com or by phone 1-800-752-6096.

3. If you have an Account Executive assigned to your account, you may contact them for assistance in placing an order.

NOTE: When ordering support materials ensure your quantities match actual needs: i.e. one badge per staff member, one QRG per phone, and one Desktop Display for each display area.
- Ordering will be delivered to your organization within two weeks.
- Depending on the size of your order be prepared to receive multiple boxes.

END OF SECTION 4: The Champion has ordered the equipment, accessories and support materials needed for a successful implementation and optimization.

Section 5: Distribution of Materials and Installation of Equipment

PURPOSE: The purpose of this section is to guide the Champion when distributing and installing equipment and materials. This section is comprised of two parts, Support Materials and Equipment and Accessories. We have included both parts in one section because they are done concurrently.

Step 1. Support Materials

Distribution

Distribute support materials to workstations and to staff who will be accessing the service, as identified in the walkthrough. Make sure support tools are accessible to employees who interact with the public.

Support Material Review

Review the materials with staff so that they understand the purpose and use of each piece when accessing an interpreter. The support materials usage will also be covered in training.

Step 2. Equipment and Accessories

Deploy Equipment

Deploy equipment according to the walkthrough assessment. You may need your telecomm/IT department's assistance in installation.

Installing and Testing Equipment

- Engage telecomm to assist you with the installation and testing.

- Dual handset phones and cordless phones:
    - Plug in the cord to the phone jack where the phone is going to be used and make sure that you get a dial tone.
    - Make a test call to LanguageLine Solutions to make sure the line is working.

- Handset and splitters:
    - Unplug the existing phone handset.
    - Plug the splitter to the jack where you took the existing handset.
    - Connect the LanguageLine Solutions handset to the splitter.
    - Make a test call to LanguageLine Solutions to make sure the interpreter can hear you through the LanguageLine Solutions handset.
    - Connect the other handset to the splitter

- Headsets: Connect to the side of the cordless phone

Step 3. Equipment Troubleshooting

If you do not hear a dial tone, use reference material 5.0 Equipment Troubleshooting - Common Issues and Solutions. If the reference material does not solve the problem, check with your telecomm personnel for guidance. If you have questions about the LanguageLine phone device or accessories, contact LanguageLine Solutions' Customer Service Department or your Account Executive.

Reference Materials 5.0 **Troubleshooting Guide - Common Issues and Solutions**

Step 4. End User Test Call Practice

Using the instructions on the QRG materials, conduct test calls with staff to access an interpreter. How to place and receive a call will also be covered in training.

END OF SECTION 5: The organization now has the equipment, accessories and materials needed to serve LEP customers.

Section 6: Ongoing Client Support and Reporting

PURPOSE: LanguageLine Solutions stands ready to provide ongoing client support for any requests that arise, and provides a range of reporting and analysis tools that enable you to better understand your usage patterns, allocate expenses and track compliance.

Step 1. Documentation

Careful documentation of the implementation process not only provides regulating bodies with proof of your efforts, but is quite useful in the maintenance and potential expansion of your program. No matter the number of phones and Client IDs, we recommend that a catalogue be maintained. This information the can be compared to monthly usage information, allowing you to better understand how and where the service is being utilized.

Step 2. LanguageLine Support

Live Customer Service

You may speak with a member of our Customer Service Department Monday through Friday, 6AM-6PM PST at 1-800-752-6096, Option 2. You may also contact them directly via email at CustomerCare@LanguageLine.com. They can assist you with any support you may require to ensure your satisfaction.

My.LanguageLine.com

My.LanguageLine.com is a password-protected online portal that provides easy access to account information 24/7/365. Available features include access to: invoices, billing and usage reports, top language usage, Voice of the Customer reporting, and ad hoc reports. You will also be able to schedule delivery of ongoing reports, at the frequency you require (daily, weekly, monthly, and annually).

Online Reporting - Voice of the Customer (VOC)

For your convenience, you may report any service experience issue, praise for an interpreter, or any comment, 24/7/365 online using our VOC system. VOC reports are logged and assigned to the appropriate department for follow-up. These reports are a key part of managing the interpreter workforce, understanding training and service issues, and identifying emerging service needs. A LanguageLine Solutions representative will contact you with the resolution to your problem, if requested. Please be prepared to provide your Client ID number, interpreter number, and as much specific information as possible, to facilitate analysis and follow-up.
The VOC is located on our website under Client Services:
https://www.languageline.com/client-services/provide-feedback

eBill

The LanguageLine Solutions eBill provides your invoice in Excel format, delivered each month to your email. The eBill provides the opportunity to analyze your usage, track costs and understand your service levels to LEP clients. You can sign up to receive the eBill on the LanguageLine Solutions' website
at www.LanguageLine.com. https://www.languageline.com/client-services/manage-billing/ebill-signup

Reference material 6.0 **MyLanguageLine** to learn how to request access and use the online account tool.

HELPFUL TIP: Take advantage of these free tools to increase productivity and to manage your expenses.

Step 3. Conduct Refreshers

LanguageLine Solutions recommends periodically reviewing the use of phone interpreting to maintain its effective use. A quarterly refresher of user training has shown to be beneficial.

Your Account Manager is available to assist with refresher trainings as needed.

END OF SECTION 6: The organization is now prepared to manage their account and contact support.

5.0 Troubleshooting Guide - Common Issues and Solutions

1 Solution Dual Handset Phones™

ISSUE: When I press the Red "Interpreter" button to dial out, it does not work.

POSSIBLE SOLUTION:
The Interpreter button may need to be re-programmed:
1. Connect the phone to an active line; lift the handset from the cradle.
2. Press STORE button once.
3. Enter the standard programming number 1-877-261-1646 or a different number/extension if applicable (include a 9 if necessary).
4. Press STORE button again.
5. Press the Red Interpreter button.
6. Place the handset on the cradle.

The Phone may be set to "P" for "Pulse." At the top part of the phone base, make sure that the setting is on "T" for "Tone."

ISSUE: When I press the White "Client ID" button when prompted, it does not work.

POSSIBLE SOLUTION:
1. The Client ID button may need to be re-programmed:
2. Follow the same instructions as above but on <u>step 3,</u> enter your 6-digit Client ID and on <u>step 5</u> press the White Client ID button.
3. The Phone may be set to "P" for "Pulse." At the top part of the phone base, make sure that the setting is on "T" for "Tone."

ISSUE: No dial tone.

POSSIBLE SOLUTION: Check that the phone line is properly plugged into phone and that the phone is connected to an analog wall jack (the phones don't work on a digital jack).

ISSUE: The handsets don't work.

POSSIBLE SOLUTION: Check to see if the handset cords are properly plugged in to the two side-by-side jacks underneath the phone, and there are no loose connections.

ISSUE: A button or several buttons on the phone are sticking.

POSSIBLE SOLUTION: It is possible that a liquid or other substance was dropped on the phone. Try wiping down the phone with an alcohol-based cleaning wipe, paying special attention to the areas around the buttons that are sticking. Should cleaning the phone not make a difference, contact the designated language services department at your organization for a replacement phone.

ISSUE: I don't know if my phone line is analog or digital.

POSSIBLE SOLUTION: The LanguageLine Phone can be used only with analog lines, if you don't know whether the line is analog or digital contact your telecom department (but an analog jack is the common single line and the digital jack is the one to use for phones with multiple lines). If all you have is digital lines, LanguageLine can provide a digital converter, contact the designated language services department at your organization to request a converter.

ISSUE: Replacing or Requesting a new LLS Dual Handset phone.

POSSIBLE SOLUTION: Contact your language services department or LanguageLine Solutions' Customer Care Department at 1-800-752-6096 or CustomerCare@LanguageLine.com.

Cordless Dual Handset Phone

ISSUE: When I turn on the phone, there is no dial tone and on the Handset display, the following message is displayed: "Base No Power" or "No link. Re-connect base AC adapter."

POSSIBLE SOLUTION: Try re-registering the handset to the main base:
1. On the handset, press Menu, # and 130
2. On the screen a message appears that says "Press Locator on base 5 sec then Press okay"
3. Once you press and hold the "Locator" button on the main base, a message appears on the screen that says "Registering."
4. Then place the handset on the main base (where the "Locator" button is located)

If the second handset also needs to be re-registered, follow the same steps above, also using the main base with the "Locator" button on it.

NOTE: If multiple cordless phone sets are placed in an area where they are somewhat close to each other, label both bases and handsets with a unique number/letter/name because if the handsets are placed on the wrong base the end-user will get a message that says "Base no power" and will not be able to use the phone.

ISSUE: The phone rings frequently and I need to turn the ringer off.

POSSIBLE SOLUTION: To turn the ringer off:
1. Press Menu, # and enter 160
2. Move the arrow down until ringer is off and then press "Save"

ISSUE: Sometimes when I am using both handsets, I get interference and it is difficult to hear.

POSSIBLE SOLUTION: Try to maintain some distance between the two handsets to prevent interference. If the base of the phone is close to a wireless router it can also cause interference. Avoid placing near wireless speakers, video transmitters, satellite receivers or anything that emits radio frequencies. When you get within the vicinity of the frequency, the phone's ear piece may begin to make a crackling, distorted noise.

ISSUE: When I want to use the speaker mode on the cordless handsets, I get interference and hear a loud-pitched noise.

POSSIBLE SOLUTION: Make sure when using the cordless handsets in speaker mode, that only one handset is turned on, not both. Placing both handsets in speaker mode usually results in a high pitched, distorted noise.

ISSUE: Replacing or Requesting a new LLS Cordless Dual Handset phone

POSSIBLE SOLUTION: Contact your language services department or LanguageLine Solutions' Customer Care Department at 1-800-752-6096 or CustomerCare@LanguageLine.com.

Programming/Reprogramming MedPat Phones

Remove the plastic cover and card to access the programming buttons (see photo below).

   1. Pick up the left handset to get a dial tone.

   2. Press the [**PROGRAM**] button using a small paperclip.

   3. Key in the number to be programmed (call is not actually made).

   4. Press the [**PROGRAM**] button again.

   5. Press the desired [**MEMORY**] button where you want to store the number.

   6. Hang up. .

Repeat steps 1-6 for each [**MEMORY**] button you want to program.

Memory Button 1: is to program the number to access the interpreter
Memory Button 2: is to program the Client ID Number
Memory Button 3: is to program the LLS customer service number