

# Direct Billing Interpretation Services

In-Person  
Over the Phone  
Video Remote

*First Friday Forum Presentation, April 2022*

Universal Language Service, Inc.™



Universal  
Language Service

# Agenda

- Direct Billing Accounts – Services Immediately Available
- Overview – On Demand Telephonic Interpretation  
Video Remote Interpretation  
In-Person Interpretation



# How to Use Phone Interpretation

On demand phone interpretation – 200+ languages supported, 24/7/365 availability, fast connect times, easy to access and use services

**All Languages: 1-800-123-1234, enter account code, select language**



Dial at meeting start time



Connect to requested  
Interpreter

# Supporting an Inbound Call

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## Inbound Call From a Non-English Speaker (LEP – Limited English Proficient)

1. Place the LEP on hold using the conference button.
2. Dial your toll free service number.
3. Follow the IVR prompts, enter account code, request needed language.
4. An interpreter will quickly be connected to the call.
5. Brief the interpreter. Summarize what you wish to accomplish and give any special instructions.
6. Add the LEP caller on the line.
7. Say “end of call” to the interpreter to complete the call.



# Access Interpreter for Face-to-Face Meeting

When you are Face to Face with the LEP

You may pass the phone handset back and forth or use a speakerphone.

1. Follow the prompts, enter account code, select language.
2. Brief the interpreter. Summarize what you wish to accomplish and give any special instructions.
3. Say “end of call” to the interpreter to complete the call.



# Access an Interpreter with a Third-Party Dial

Placing an outbound call to an LEP with an interpreter on the line.

Dial the toll-free service number as usual -

1. Press '0', provide language needed and ask the agent to dial the LEP anywhere in the U.S. Agent will connect interpreter, then LEP.
2. Brief the interpreter if needed. Summarize what you wish to accomplish, give any special instructions.
3. Say end of call to the interpreter to complete the call.

# Agent Assistance

## **Press “0” to be connected to Agent if:**

- You do not know the language code
- There is no language code for the language needed
- Connection to the non-English speaking Client is needed
- Audio or Video integration into Zoom, Teams and other web apps meetings – prescheduling is required.



# Call Flow to Expect

## **1. Interpreter Introduction**

- Interpreter provides name/ID
- Indicates you can begin whenever you are ready

## **2. Phone Interpretation Begins**

- Everything said will be interpreted
- All information will be kept confidential

## **3. Disconnect the Call**

- Indicate you are ready to end the call
- Hang up to disconnect all parties



# How to Use Video Remote Interpretation (VRI)

- Our Customer Support group will guide you through the process. Prescheduling is required – VRI-ASL and VRI supporting the 45 most common languages, 24/7/365 availability.
- Q2 2022 – On demand VRI will be available 24/7 without the need to preschedule.
- With microphone and camera enabled VRI is available from any desktop, laptop or tablet computer, or handheld device. Easy integration into Zoom, Teams or other web-based app.



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# Access a Video Remote Interpreter

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To Connect to an Interpreter via video

1. Pre-Schedule your interpreter request
2. Let us know how you would like to connect
  - Use a HIPAA-compliant Zoom link provided by Universal Language
  - Provide a link to your own preferred video conferencing app.
3. Provide video link to LEP Client
4. Connect with all parties at scheduled start time



# How to Use In-Person Interpretation

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Our Customer Support group will guide you through the process.

- In-Person interpretation supporting American Sign Language (ASL) and approximately 200 languages, 24/7/365.
- Same-day notice accepted. All eligible interpreters notified of new requests immediately.
- Interpreters are state or nationally registered or certified by the National Association of the Deaf (NAD), Registry of Interpreters for the Deaf (RID), DSHS registered in Washington.
- No cost, comprehensive scheduling portal to track and monitor all scheduling metrics.
- Customers may custom-tailor account default settings (type of job, type of service, address, confirmation preferences and more) so the correct information automatically populates when new interpreter requests are being entered on the platform.



# ***Thank you First Friday Attendees!***

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