



# Telephone Interpreting User Instructions

## University Hospital of New Jersey

### 866.455.8165

1

### Connect

Your dedicated GLOBO number:  
**(866.455.8165)**

2

### Select a Language

Your Language IVR Options

1. Spanish
2. Portuguese - Brazil
3. Haitian Creole
4. French Creole
5. Arabic
6. Portuguese
7. Polish
8. Mandarin
9. French
10. Russian

*Press 0# for all other languages or an operator at any time*

3

### Answer your Intake Questions

- (1) May I please have your name?
- (2) May I please have your Department?
- (3) May I please have your Medical Record Number?

4

### Greet the Interpreter

Once connected, the interpreter will introduce him/herself. Please greet the interpreter and provide the nature of the call.



5

### Speak

...naturally and directly to the non-English speaker.

6

### Pause

...after completing a thought or phrase to allow interpretation.

7

### Finish the Call

When the call is complete, simply disconnect.