

## Identifying Your Patient's Language

This chart reads, "Do you speak [language]"? Show this chart to your patients and have them point to their language.

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한국어를 사용하십니까?

- Allow the interpreter to greet you and the customer
- Write the interpreter ID number for documentation
- Provide the interpreter with a brief explanation of the call
- Speak in the first person
- Use short but complete phrases
- Avoid slang, jargon or metaphors
- Allow the interpreter to clarify linguistic and cultural issues



## Submitting Feedback to CyraCom

- Did you have a really good experience, a call that could have gone better or general feedback you would like to submit to CyraCom?

Submit feedback at: [www.cyra.com/feedback](http://www.cyra.com/feedback)