Maryland Department of Health and Mental Hygiene

STEPS TO ACCESS LanguageLine Solutions

TELEPHONIC INTERPRETERS
(using NEC Dterm Series i telephone)

Step 1
• With the LEP constituent on the line, PRESS "TRANSFER" [Do NOT press Hold]

Step 2
• When you hear the tone, DIAL 1-866-874-3972 to reach a LanguageLine Solutions interpreter

Step 3
• Enter the CLIENT ID your office was assigned:
  • If you are unsure of your office client ID number, contact the OEOP Equal Access Compliance Unit at (410) 767-6600.

Step 4
• Select the Language Needed
  Press 1 for Spanish
  Press 2 for all other languages. You must state the language needed.
  Press 0 for assistance if you do not know the language you need.

Step 5
• Wait for the LanguageLine Solutions interpreter to answer.
• Inform the interpreter that you are adding the LEP constituent to the call.

Step 6
• PRESS "CONF" to add the LEP constituent to the call (three-way conference call).
  A red light will illuminate from the CONF button which confirms all three callers are on the line.

Step 7
• Speak to the interpreter in FIRST PERSON (as if s/he is the LEP constituent).
  • Remain on the line with the interpreter and LEP constituent for the duration of the call.

Step 8
• Provide the information and number(s) to the office(s) the LEP constituent is trying to reach.
  • After the LEP constituent receives all information, END THE CALL by hanging up the phone.

Step 9
• TRACK THE CALL using the DHMH LEP Tracker.
  • To obtain a DHMH LEP Tracker, contact your local LEP Coordinator or the OEOP Equal Access Compliance Unit at (410) 767-6600.

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