Using the Cyracom (Blue) Phone:

1. Call the CLAS office at 1-6929 or the interpreter “On Call” through the paging operator at 1-3893 or access the On Call system online.
2. Provide the following information:
   a. Language needed
   b. Name and hospital number of patient
   c. Department/Unit requesting authorization code
   d. Name and phone number of staff member requesting authorization code
3. Record information and authorization code on the Tracking Form provided.
4. Once authorization is obtained, plug the phone into a phone jack.
5. Pick up the left handset and listen for the dial tone.
6. Press the blue ACCESS button.
7. When prompted, press the white ACCT/PIN button.
8. Say the language you need.
9. Follow the prompt if you would like to add an additional person to the call.
10. When the interpreter comes on the line, give the interpreter a brief explanation of the call.
11. Pick up the second handset and give it to the patient.
12. Upon completion of the call, unplug and return the Cyracom phone to the assigned Nurse Manager on the floor.

Using the Cyracom (Blue) Phone Without Long Distance Access:

1. Call the CLAS office at 1-6929 or the interpreter “On Call” through the paging operator at 1-3893 or access the On Call system online.
2. Provide the following information:
   a. Language needed
   b. Name and MRN number of patient
   c. Department/Unit requesting authorization code
   d. Name and phone number of staff member requesting authorization code
3. Record information and authorization code on the Tracking Form provided.
4. Once authorization is obtained, plug the phone into a phone jack.
5. Pick up the left handset and listen for the dial tone.
6. Dial the switchboard operator at 1-0211.
7. Request the operator to transfer/connect you to 800-481-3293.
8. When prompted, press the white ACCT/PIN button.
9. Say the language you need.
10. Follow the prompt if you would like to add an additional person to the call.
11. When the interpreter comes on the line, give the interpreter a brief explanation of the call.
12. Pick up the second handset and give it to the patient.
13. Upon completion of the call, unplug and return the Cyracom phone to the assigned Nurse Manager on the floor.