Connect

Your dedicated GLOBO number:

(866.455.8165)

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.

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?

Greet the Interpreter

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

Speak

…naturally and directly to the non-English speaker.

Pause

…after completing a thought or phrase to allow interpretation.

Finish the Call

When the call is complete, simply disconnect.

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