

Cyacom Language Services

Language Interpretation Provided by Cyacom Transparent Language Services

Cyacom provides access to medical interpreters for over 150 languages, 24 hours a day, 7 days a week. The system can be accessed through the blue CyraPhone (located throughout the system) or by using a digital (multi-line) phone. **Call Joan Raeburn at 712-2255 if you have any questions regarding Cyacom.**

Cyacom should be used for critical treatment communications such as:

- Taking medical histories
- Providing information about advance medical directives
- Explaining legal admission status, financial obligations and review procedures
- Explaining the treatment program, or schedule of changes in the treatment program
- Explaining the effects of not following the treatment program
- Psychiatric evaluation and treatment
- Explaining medications and possible side effects
- Notifying patients of their rights when placed in restraints
- Obtaining informed consent or permission for treatment of surgery
- Planning for discharge and related health education

Family, friends or SJMHS staff in area or department can be used in common communication situations such as:

- Activities of daily living
- Nutrition and food selection
- Positioning and comfort

Please note: If the patient would prefer to use the phone interpreter system vs. friends or family it should be provided.

TIPS:

- Have the patient/customer identify their language if necessary using the language guide or by calling Cyacom customer service at 800-481-3289.
- The interpreter will expect you to lead the conversation and direct the questions to the patient in the first person. Group your thoughts or questions to help the conversation flow quickly.
- Expect interpreted comments to run longer than English phrases. Interpreters convey meaning-for-meaning not word for word. Concepts in English often require explanation or elaboration in another language.
- When interpreter comes on the line they will identify themselves using an identification number. Please document date, time and interpreter number on the patients chart.
- All interpreter costs are paid out of a centralized cost center. Therefore there are no costs to your area. The PIN number is used for tracking usage.
- Although Cyacom should be used when needed. SJMHS is billed per minute so if you anticipate a prolonged interaction with periods of time when services are not needed it would be advised to call multiple times as apposed to keeping the interpreter on the line for a prolonged period.

Procedure:

If you have a blue CyraPhone follow the directions on the phone.

To access the system using a digital phone:

1. Dial Cyacom at 800-481-3293
2. When prompted enter SJMHS account number: 501018026
3. When prompted enter your area's PIN number.
4. Follow the language selection prompts and hold for your interpreter.
5. When interpreter comes on. Hand the right handset to the Non-English speaker or place digital phone on speaker phone if in private location.
6. During the call you will be given the option to add another line to the call. When prompted to do so add area code and number of additional line (no need to press 99 or 1).