



# Tips and Pre-Scheduled Calls

## Your Role

1. If you expect the call to last more than 45 minutes, tell the interpreter at the beginning.
2. Give the interpreter an opportunity to introduce themselves and confirm the correct language has been requested.
3. Introduce yourself to the Limited English Proficient (LEP) client and explain the reason for calling.
4. After speaking a few sentences, pause to give the interpreter time to provide renditions in the target language.
5. Always speak in first person, just as you would in normal conversation. For example, say, "Do you have a fever?" rather than "Ask her if she has a fever."
6. Please note that poor audio connections can be caused by any party on the line. If the interference makes it difficult to communicate, have the single participant call back in or have all parties hang up and re-initiate the call.
7. Remember to officially end the call with the interpreter. Interpreters may not clearly receive non-verbal cues that you have finished your session.

## Your Interpreter's Role

1. The Limited English Proficient (LEP) client is required to verbally state the content of written documents or explanations before the interpreter is allowed to provide interpreting services.
2. The interpreter should not have a side conversation with client end-user or Limited English Proficient (LEP) client. They must relay all statements back to you or your client.
3. Interpreters may report feedback to Propio client support on your behalf. However, you are encouraged to report feedback to our Client Success Team.



## Know Your Languages

Many cultures have multiple dialects that are often similar, yet not considered the same language. Please make sure that you are requesting the specific dialect.

**Call or email our Client Success Team with questions at  
(913) 381-3143 or [ClientServices@propio-LS.com](mailto:ClientServices@propio-LS.com)**



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## When to Schedule

1. Rare languages of limited diffusion (see Language Availability List)
2. If your appointment is expected to last longer than your standard allotted time (or more than 3 hours)
3. Submit request by 4:00 pm CST the business day *prior to the requested scheduled date*. Rare languages are encouraged to provide a 48-hour notice due to limited availability.

## To Access Your Pre-Scheduled Interpreter

If you will need a third-party dial out, please call 913-871-6716, give the operator your booking reference number, and wait to be connected with your interpreter. If you do not need a third-party dial out, please use the instructions below.

1. Have the booking reference number ready.
2. Dial 913-361-5450.
3. When prompted to enter the conference ID, enter the booking reference number .
4. Please wait for the interpreter to join the call.
5. **NOTE: Please allow up to five minutes for the operator to bridge the call. If there are any connection issues, dial 913-871-6716 for assistance.**

## How to Pre-Schedule a Telephonic Interpreter

1. Send your request by email to [ScheduledOPI@propio-LS.com](mailto:ScheduledOPI@propio-LS.com) or dial the Propio assigned phone number indicated on your instruction card and select option 9.
2. Provide the following information:
  - ✓ Date, time, time zone
  - ✓ 4 or 5-digit Propio account number
  - ✓ Language, intake questions on instruction card
  - ✓ The caller's contact information
  - ✓ Estimated length of scheduled call
  - ✓ Indicate if a third-party call will be needed
3. An acknowledgment email will be sent to the original requester with the job reference number within one business day.
4. A confirmation email will be sent to the original requester once the interpreter has been secured.

## Canceling a Pre-Scheduled Telephonic Interpreter:

Send the cancellation request to [ScheduledOPI@propio-LS.com](mailto:ScheduledOPI@propio-LS.com) at least 24-hours before the start time of the scheduled request to avoid the minimum charge.

**IMPORTANT: The Scheduling Team will continue to secure an interpreter until requested start time or request has been canceled.**

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