

## WordBridge On-Demand

The following instructions outline how providers can connect with an on-demand interpreter through WordBridge On-Demand.

If you are not registered in WordBridge and/or do not have a WordBridge account number, please contact the L&I Interpreter Services program at [Interpretation@Lni.wa.gov](mailto:Interpretation@Lni.wa.gov).

PLEASE NOTE: All instructions in **red font** will route calls immediately to the next available operator for assistance.

### To connect to an on-demand interpreter:

- Dial 1.888.679.0783
- If the patient is not present or on the line, please **press 2**.
- If you know your WordBridge Account ID, press 1. **Otherwise, press 2**.
- Enter your WordBridge Account ID, followed by #.
- Confirm your WordBridge Account ID by pressing 1. **Otherwise, press 2**.
- If you know the claim number you are calling about, press 1.
  - **Otherwise, press 2**.
  - **If you need assistance with an injured worker that needs preferred assistance, press 3**.
- Enter the last 4 digits of the patient's claim number.
- Using keypad, select the number corresponding to the first three letters of the patient's last name (for example, 'Smith' would be '764')
- Please select the desired language from the following options:
  - 1 for Spanish
  - 2 for Vietnamese
  - 3 for Russian
  - 4 for Mandarin
  - 5 for Cambodian
  - 6 for Korean
  - 7 for Laotian
  - 8 for Cantonese
  - **9 for Support in Other Languages**
- The call is then transferred to the appropriate language queue to connect with an interpreter.
- Once the call has concluded, hang up.

