

# Duke Language Services Tip Sheet

In-Person



- Place a request in ServiceHub at: <https://q.servicehub.com/sso/duhs/r2> -choose **Face-to-face** under Interaction Type
- Or, call 919-681-3007 to request an interpreter
- Requests for interpreters in-person for languages other than Spanish, Arabic and French should be placed with advanced notice

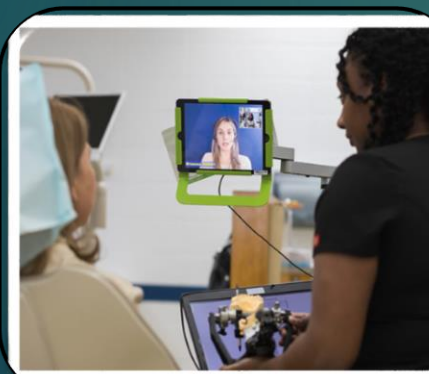
By Phone



- Place a request in ServiceHub at: <https://q.servicehub.com/sso/duhs/r2>, choose **Phone Call** under Interaction Type. Or:
  - Use CyraCom phone in the unit.
  - Call 919-681-3007 and ask to be transferred to an interpreter
  - After hours, call operator and ask to be transferred to language services.
- **Note: All PPE carts have a card with instructions on how to request language services**



Via Video



- Language Line iPads on wheels available on select units and ED
- iPads in interpreters' office available for circulation, contact 919-681-3007 for video interpreting iPads during business hours.
- After business hours and/or weekends, contact the OA at 919-970-8001 to request an iPad for video interpretation services.
- You may also request an iPad to store on your unit