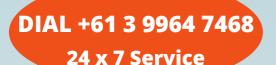
CONNECTING NOW



dental health services victoria oral health for better health

Dental Health Services Victoria - Interpreting Service

June 2022 v1.0





How do I connect to an interpreter?

Simply dial 03 9964 7468 and follow the prompts:

- Enter dental health record number (if applicable) followed by hash
- Select your required language at the main menu:
- 1. Arabic
- 2. Chin Hakha
- 3. Farsi (Persian)
- 4. Greek
- 5. Italian
- 6. Mandarin
- 7. Somali
- 8. Turkish
- 9. Vietnamese
- 0. All other languages (transferred to a Connecting Now consultant for further assistance)

Once an available interpreter has been located, all parties will be connected in a conference call.

What happens if an interpreter prematurely drops from the call?

You will be offered a menu with the following options:

- 1.Attempt to reconnect to the same interpreter
- 2. Find a new interpreter for the same language
- 3. Continue without an interpreter

How do I request a pre-booking?

For pre-booking requests, simply complete our online interpreter booking request form and a Connecting Now consultant will be in touch to confirm your booking!

https://connectingnow.com.au/interpreter-booking-requests/

Your client ID for pre-booking requests is: 13647

How do I contact Connecting Now for support?

For any queries or feedback in relation to our interpreters or services, simply:

- Call 1800 965 101 (8am to 5:30pm AEDT Mon-Fri) or;
- Send an email to support@connectingnow.com.au