

In May 2021, all Cooper patient-facing locations transitioned to VOYCE as their new vendor for over-the-phone language interpretation.

Language Interpretation Workflow



Workflow:

1. Follow the process for a CONFERENCE CALL and dial **856.415.3388**.
2. Enter your **Department Access Code** (COST CENTER).
3. Inform operator of **language** that is needed and your name.
4. The operator will connect you with an interpreter.
5. Speak directly to the caller and pause for interpretation.
6. The session will conclude when the call disconnects.
7. During the visit/exam, document the interpreter's name and ID number in Epic Visit Notes.

Troubleshooting

For any technical or quality issues or questions, contact

Voyce Technical Support 833.745.4700 (24/7/365 Assistance)