

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.*

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 1.833.748.0032
- If you know your WordBridge Account ID, press 1. **Otherwise, press 2.**
- Enter your WordBridge Account ID, followed by #
- If you know the claim number you are calling about, press 1. **Otherwise, press 2.**
 - **If this is a call requiring special assistance for an injured worker, such as needing a preferred interpreter for a mental health, pain management, crime victim, or brain injury phone call, 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')
- Language of record will be offered as the language to be interpreted. If this language is correct, press 1.
 - Otherwise, press 2 (see below)
- Call is then transferred to the call appropriate language queue for interpretation.
- Once the call has concluded, hang up.



When Language Selection Is Required

Select the desired language from the options provided:

- 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