



How to Request 'I Speak' Cards/Interpreter Flyers and Posters CareOregon®

Overview: The purpose of this document is to provide guidance on how to request printed copies of 'I Speak' cards, or 'Do you need an Interpreter?' flyer or posters to be mailed to a specific location.

Materials

There are three different materials that can be printed and mailed to clinics/providers:

'I Speak' Cards: 'I Speak' Cards are wallet sized cards that CareOregon members can use when requesting interpretation. The member can present the card when they arrive, and it will tell the provider what language they speak for interpretation services. These cards are created by OHA and are two sided, with one side in English, and one side in the requested language.



'Do you need an Interpreter?' Flyer: This flyer is to be shared with members at the provider's location/ They inform members of their legal right to interpretation services within their visit, as well as their right to file a complaint with the services they received.



‘Do you need an Interpreter?’ Poster: This poster is to be displayed at the provider’s location. They inform members of their legal right to interpretation services within their visit, as well as their right to file a complaint with the services they received.



How to Submit a Request

To receive materials, please complete a request for printing and mailing here ['I Speak' Cards and Interpreter Posters: Mailing Request](#)

Information needed for the request:

- Requestor Name
- Requestor Email
- Requestor Phone Number: Optional
- Material Requested:
 - 'I Speak' Cards
 - 'Do you need an Interpreter?' Flyer
 - 'Do you need an Interpreter?' Poster
- Amount needed of Cards/Posters
- Clinic/Provider Address
- Mailing Attention
- Turnaround Time
 - Standard or Urgent
- If Urgent, Date Needed by

Processing a Request

The fillable form will populate into a Smartsheet tracker. The coordinator on the Language Access team will process the request as soon as possible.

- Automatic emails will be sent to the requestor at each stage and a confirmation will be sent when the request has been completed and mailed.

For any questions or to check in on the status of an order, please reach out to laservices@careoregon.org