

Get care in your language



Interpreters are here to help

Being able to talk to your health care team is one of the keys to good health care.

This document is provided to you to inform you of your rights to medical interpreter services at no additional cost to you. A professional medical interpreter can help you understand your condition, your treatment plan, and any follow-up instructions.

Our interpreter services are:

- No cost to you
- Available 24 hours a day, 7 days a week
- Provided in person or by phone by a medical interpreter
- Available for many languages
- Available by video in emergency rooms at our hospitals

How do I get an interpreter?

There are several ways to request an interpreter:

- **Before your appointment:** Ask for an interpreter at least 24 hours before your appointment. You can do this by phone or at the facility — planning ahead helps avoid wait time.
- **Same day:** When you come in for your appointment, tell the staff you need an interpreter.
- **In the hospital:** Tell a hospital staff member you need an interpreter.

For most languages, we can provide a phone interpreter — even on short notice.*

What are the benefits of a medical interpreter?

- They have the medical vocabulary needed to interpret accurately about your condition and treatment.
- Their training helps ensure good communication and improves the safety and quality of your care.

- They follow standards of privacy, confidentiality, ethics, and linguistic accountability.
- Having a neutral person interpret for you can be helpful when talking about sensitive information that you may not want to share with family or friends.

Do I have to use the medical interpreter?

- Most of the time, it's your choice to use or not use our interpreter service.
- Your care provider may request an interpreter even when you refuse one.
- If you choose not to use an interpreter, we note on your medical record that you were told about your rights to interpreter service at no additional cost to you and that you do not want interpreter services.
- You can change your mind anytime — we will get an interpreter as soon as you let us know you need one.

Interpreter services are no cost to you if you:

- Do not speak English
- Feel more comfortable using a language other than English
- Have someone actively taking care of you who needs interpreter services
- Are deaf or hard of hearing

For language interpretation services, call
1-800-324-8010 (TTY 711).

*We will make every effort to provide an interpreter in the language you request. The availability of interpreters may vary.

Los servicios de interpretación **no tienen costo** si usted:

- no habla inglés
- se siente más cómodo usando un idioma diferente al inglés
- tiene a alguien que lo cuida de manera activa y esta persona necesita usar los servicios de interpretación
- es sordo o tiene deficiencias auditivas

Para acceder a los servicios de interpretación de idiomas, llame **1-800-324-8010** (TTY **711**).

Вам не нужно платить за услуги устного переводчика в указанных ниже случаях:

- Вы не говорите по-английски;
- Вы чувствуете себя более комфортно, если используется другой язык, а не английский;
- человеку, осуществляющему уход за Вами, необходимы услуги переводчика;
- Вы страдаете глухотой или нарушением слуха;

Чтобы обратиться за помощью устного переводчика, звоните по номеру **1-800-324-8010** (TTY **711**).

Chúng tôi cung cấp dịch vụ thông dịch viên **hoàn toàn miễn phí cho quý vị** nếu quý vị:

- Không nói được tiếng Anh
- Thấy thoải mái hơn khi dùng ngôn ngữ khác ngoài tiếng Anh.
- Người hiện đang chăm sóc cho quý vị cần các dịch vụ thông dịch.
- Khiếm thính hay gặp khó khăn về thính giác.

Đối với các dịch vụ thông dịch ngôn ngữ, vui lòng gọi số **1-800-324-8010** (TTY **711**).

口譯員服務對您來說是**免費的**，如果您：

- 不會說英文。
- 使用英語以外的其他語言時感覺更自在。
- 某位積極照顧您的人士需要口譯員服務。
- 失聰或聽障。

如需語言翻譯服務，請致電**1-800-324-8010**（聽障及語障電話專線 **711**）。

口译员服务对您来说是**免费的**，如果您：

- 不会说英语。
- 使用英语以外的其他语言时感觉更自在。
- 某位积极照顾您的人士需要口译员服务。
- 有聽力障礙。

如需使用语言口译服务，请致电**1-800-324-8010** (TTY **711**)。