

How to access an interpreter

Step 1: Call for an interpreter

Toll-free: _____

Step 2: Select a language

Press the corresponding number.

Step 3: Enter your access code

Input your code _____ , followed by # .

Step 4: State your name

- Say your first and last name.
- Use the speakerphone if the patient is in the room with you. If the patient is not with you, use the conference function to include them.

Step 5: Wait to be connected

- Once connected to the interpreter, introduce yourself, your role and the context of the call.
- Ask the interpreter to introduce themselves to the patient.
- Begin speaking directly to the patient.
- Announce the end of the call to everyone when finished.

Sign language interpreting:
Emergency: 1-877-736-7039
Non-emergency: 1-877-736-7012

Spoken language interpreting service

The Provincial Language Service can provide interpreting services to any BC primary health care provider and can be accessed over the phone within minutes.

Tips for communicating with an interpreter

- Speak directly to the patient; the interpreter will speak in the first person.
- Pause to give the interpreter time to interpret after two to three sentences.
- Provide clear and thorough instructions when giving directions to the patient.
- Ask questions to ensure the patient understands what was communicated.

Why use this service?

- BC providers who use telephone interpreting in their offices report it to be timely, helpful and reasonable to use, even on a busy day.
- Professional interpreters convey a message's content, meaning and tone, which can improve clinical outcomes and help to reduce errors.
- Patient and family satisfaction with care can increase, as a professional interpreter can allow them to focus solely on understanding their illness or to support a loved one.
- Professional interpreters abide by confidentiality standards and help meet Personal Information Protection Act (PIPA) standards.



**PROVINCIAL
LANGUAGE SERVICE**
Provincial Health
Services Authority