



## About Us

Provincial Language Services offers a number of resources for health care providers working with linguistically and culturally diverse patients, including immigrants, refugees, official minority language speakers and members of the Deaf, Deaf-Blind and Hard of Hearing community.

Services include interpreting (rendering of oral language), translation (rendering of written language), community outreach, health navigation services, and knowledge translation promotion.



## CONTACT US

1-877-BC Talks

[pls@phsa.ca](mailto:pls@phsa.ca)

[www.phsa.ca/pls](http://www.phsa.ca/pls)



# LANGUAGE RESOURCES

to support your patients



# Translation

The translation is the rendering of written language. The messaging in the translated material (target language) matches the messaging of the original material (source language).

Request translation services in more than 50 languages, including American Sign Language and French on fee-for-services basis.

Translation services use qualified translators for precise translations and offer a comprehensive, industry-experienced, multilingual service.

We translate written content for



Prints



Website



Video

For a quote, please email:  
[plstranslations@phsa.ca](mailto:plstranslations@phsa.ca)

# Interpreting

Interpreting is a process that requires the interpreter to listen to a message in the original language (source language), and render it in a different language (target language).

Request interpreting services in more than 240 languages, including American Sign Language and French.

Services are available 24 hours a day, 7 days a week.

Interpreting services provide through different modalities to offer flexibility in our approach to creating access.

Interpreting Modalities:



On-site Interpreting



Over the Phone Interpreting



Video Remote Interpreting



Virtual Health Visit Interpreting

No charge to patients or their families.

# Communication Access Real-Time Translation

Communication Access Real-Time Translation (CART) is a real-time transcription process where a human captioner listens to a message and provides immediate, verbatim streaming of voice-to-text transcription.

Request CART service for hard of hearing patients who do not use sign language to communicate during medical appointments.

CART can be accessed in a variety of ways:



Virtual Health Visit  
Using virtual platform closed caption features



On-site visit  
Streaming transcript via the internet browser on the health care provider's tablet or laptop.

No charge to patients or their families.