



How to Access an Interpreter

available
in more than
150
languages

On-demand Telephone Interpretation

Toll-free: 1.844.350.8224

On-Demand Telephone Interpreting

- 1** Call toll-free: 1.844.350.8224
- 2** Select the language required
- 3** Enter your code: **Visit the member login area or email us to obtain your access code.**
- 4** State the your first and last name
- 5** Wait for the interpreter to come on the line
- 6** If the client is with you, use speakerphone; if not, use the conference function on your phone to conference-in the client
- 7** Once connected, introduce yourself, your role, and the context of the call to the interpreter
- 8** Ask the interpreter to introduce themselves to the client
- 9** Proceed with the conversation, speaking directly to the client, not to the interpreter
- 10** When finished, announce the end of the call to all parties

Tips for Working with an Interpreter

- An interpreter acts as a language conduit, rendering an oral message from one language into another
- Speak directly to the client; the interpreter will speak in the first person
- Allow time every few sentences for the interpreter to interpret
- The interpreter will interpret everything said during the session

Compliments/Complaints

Call 1.877.228.2557

Email PLSQualityAssurance@phsa.ca

include:






















- your contact information
- interpreter name/ID number
- incident date/time
- any other important details



Richmond
Division of Family Practice
An FPSC initiative



**PROVINCIAL
LANGUAGE SERVICE**
Provincial Health
Services Authority

| | |
|---|---|
| <p>English  English</p> <p>Please point to your language. An interpreter will be called.</p> | |
| <p>Mandarin  普通话 / 国语 普通話 / 國語</p> <p>请指向您使用的语言，我们将为您安排口译员。 請指向您使用的語言，我們將為您安排翻譯員。</p> | <p>Cantonese  广东话 廣東話</p> <p>请指向您使用的语言，我们将为您安排口译员。 請指向您使用的語言，我們將為您安排翻譯員。</p> |
| <p>Punjabi  ਪੰਜਾਬੀ</p> <p>ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਤੁਹਾਡੇ ਲਈ ਦੁਬਾਸ਼ੀਏ ਨੂੰ ਬੁਲਾ ਦਿੱਤਾ ਜਾਵੇਗਾ।</p> | <p>French  Français</p> <p>Montrez-nous quelle langue vous parlez, s'il vous plaît. Nous vous fournirons un/e interprète.</p> |
| <p>Vietnamese  Việt Ngữ</p> <p>Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi thông dịch viên.</p> | <p>Hindi  हिंदी</p> <p>कृपया अपनी भाषा की ओर संकेत करें। आपके लिए अनुवादक को बुलाया जाएगा।</p> |
| <p>Farsi  فارسی</p> <p>لطفا نشان بدهید به چه زبانی حرف می زنید تا برای تان مترجم بیا ورنند.</p> | <p>Russian  Русский</p> <p>Покажите, каким языком вы владеете. Вас соединят с переводчиком.</p> |
| <p>Arabic  عربي</p> <p>أشر إلى لغتك. سوف نتصل بمترجم لمساعدتك.</p> | <p>Spanish  Español</p> <p>Por favor señale su idioma y llamaremos a un intérprete.</p> |
| <p>Japanese  日本語</p> <p>ご希望の言語を指差してください。 電話通訳におつながします。</p> | <p>Tagalog  Tagalog</p> <p>Pakituro mo ang iyong wika. Magpapatawag ako ng 'interpreter' (tagasalin ng wika).</p> |
| <p>Korean  한국어</p> <p>사용하시는 언어를 가리켜 주십시오. 통역사를 불러드리겠습니다.</p> | <p>Italian  Italiano</p> <p>Indicare la propria lingua. Verra' chiamato un interprete.</p> |
| <p>Portuguese  Português</p> <p>Por favor, indique seu idioma e chamaremos um intérprete.</p> | <p>Polish  Polski</p> <p>Wybierz język, którym się posługujesz. Wezwiemy dla Ciebie tłumacza.</p> |
| <p>Somali  Soomaali</p> <p>Farta ku tag afka aad ku hadasho. Turjubaan ayaan laguugu yeerayaa.</p> | <p>Karen  ကညီ</p> <p>ဝံသးစူနဲနဲလီဆူနဲကိုင်အိင်အလီတကိုင်. တံကကိးနဲနဲလီပုကတိကိုင်ထံတဲနဲလီ.</p> |
| <p>Tamil  தமிழ்</p> <p>தயவுசெய்து உங்கள் மொழியைக் காட்டவும். மொழிபெயர்ப்பாளர் ஒருவர் அழைக்கப்படுவார்</p> | <p>Hungarian  magyar</p> <p>Kérjük, mutasson rá az Ön által beszélt nyelvre. Tolmácsot fogunk hívni.</p> |

Provincial Language Service

A program of the Provincial Health Services Authority

Acholi
Afar
Afrikaans
Akan
Akateko
Albanian
Amharic
Anuak
Apache
Arabic
Armenian
Assyrian
Azerbaijani
Bahasa
Bahdini
Bahnar
Bajuni
Bambara
Bantu
Barese
Basque
Bassa
Belorussian
Bemba
Benaadir
Bangali
Berber
Bosnian
Bravanese
Bulgarian
Burmese
Cantonese
Catalan
cebuano
Chaldean
Chamorro
Chaochow

Chin Falam
Chin Hakha
Chin Mara
Chin Matu
Chin Senthang
Chin Tedim
Chipweyan
Chuukese
Cree
Croatian
Czech
Danish
Dari
Dewoin
Dinka
Duala
Dutch
Dzongkha
Edo
Ekegusii
Estonian
Ewe
Farsi
Fijian
Fijian Hindi
Finnish
Flemish
French
French Canadian
Fukienese
Fulani
Fuzhou
Ga
Gaddang
Gaelic-Irish
Faelic-Scottish
Garre

Gen
Georgian
German
Gheg
Gokana
Greek
Guljarati
Gulay
Gurani
Haitian Creole
Hakka China
Hakka Tawain
Hassanlyya
Hausa
Hillgaynon
Hindi
Hindko
Hmong
Hunanese
Hungarian
Ibanag
Icelandic
Igbo
Ilocano
Indonesian
Inuktitut
Italian
Jakartanese
Japanese
Jarai
Javanese
Jingpho
Jinyu
Jula
Kaba
Karmba
Kanjobai

Kannada
Karen
Kashmiri
Kayah
Kazakh
Kham
Khana
Khmere
Kikuyu
Koho
Korean
Kunama
Laotian
Latvian
Liberian Pidgin English
Lithuanian
Luganda
Luo
Maay
Macedonian
Malay
Maltese
Mandarin
Mandinka
Manobo
Marathi
Mbay
Mipuri
Mixteco
Mizo
Mnong
Mongolian
Napoletano
Navajo

Nepali
Norwegian
Nupe
Ojibway
Oromo
Pampangan
Paplemento
Pashto
Polish
Portuguese
Portuguese Brazilian
Pulaar
Punjabi
Quechua
Quichua
Rade
Rakhine
Rohingya
Romanian
Samoan
Sango
Serbian
Shanghainese
Shona
Sicilian
Sinhala
Slovak
Somali
Sorani
Spanish
Sudanese Arabic
Sunda
Swahili
Swedish

Tagalog
Taiwanese
Tajik
Tamil
Thai
Tibetan
Tigrinia
Toishanese
Tooro
Turkish
Tzotzil
Ukranian
Urdu
Uzbek
Vietnamese
Visayan
Welsh
Wodaabe
Wolof
Wuzhou
Yiddish
Yoruba
Yunnanese
Zapoteco
Zarma
Zo
Zyphe

List of Languages

... and more! Call us for details if you do not see a language listed.

Telephone Interpreting for BC General Practitioners Frequently Asked Questions

1. What type of equipment should be used for telephone interpreting?

Phones with two receivers, commonly known as dual handset phones, can enhance audibility and improve the quality of the communication. Another option, if available, is to use cordless phones with two handsets. Most handsets have the option to connect a headset, allowing both the patient and the provider to move around freely without being restricted by telephone cords. It is important to sterilize the equipment before and/or after each use. Disposable mouthpiece and earpiece covers are also advisable.

If you do not have a dual handset phone, use the speakerphone function for phone interpreting. Do not pass a single receiver back and forth between the patient and provider. When using a speakerphone, reduce background noise as much as possible to ensure the interpreter is able to properly hear both speakers.

2. What is the process for making a call?

PATIENT WITH YOU IN PERSON:

- a. Dial the designated toll-free number. Once connected you will be prompted for the following information:
 - Language Needed*
 - Access Code
 - Your Name (and City in some cases)
- b. You will be placed on hold briefly, and connected to an interpreter.

PATIENT ON THE PHONE:

- a. Use the conference hold feature if the patient is on the phone.
- b. Once the patient is on conference hold, dial the designated toll-free number. Once connected you will be prompted for the following information:
 - Language Needed*
 - Access Code
 - Your Name (and City in some cases)
- c. You will be placed on hold briefly, and connected to an interpreter.

*If the patient's language is unknown, show them the Language Identification Card and let them point to the language they speak. If the patient's language is not listed on the Language Identification Card you may request the assistance of our customer service associates who are skilled in determining target languages.

3. How long will it take to get an interpreter on the line (connection time)?

Average connection time is between 30 to 60 seconds, depending on the language. Connection time is measured from the time that a language selection is made and interpreter is brought on the line.

4. How often are languages not available?

There are over 200 languages available through this modality. It is rare that a language that is required in BC is not available. Some languages are rare and therefore are not available on demand, but rather need to be pre-booked.

5. Is it true that telephone interpreters cannot perceive any non-verbal cues?

No. A great amount of non-verbal information can be perceived through tone of voice, inflection, breath patterns, hesitations and other auditory input. Interpreters who work via telephone are trained specifically in listening skills that enable them to better perceive and process this type of non-verbal information. Interpreters working via telephone cannot perceive visual cues, such as gestures and facial expressions.

6. How necessary is the visual aspect of interpreting?

It depends greatly on the context and the circumstance. For some settings, such as a setting where patient education is being provided, an interpreter might benefit from seeing the process that is being described in order to accurately interpret.

When telephone interpreting is the only option the session and accuracy can be enhanced by the health care provider being more descriptive in their instruction, e.g. rather than 'this is an EpiPen', say 'what am I holding in my hand is an EpiPen, which injects a chemical that reverses symptoms of a severe allergic reaction.'

7. How can I ensure that confidentiality and privacy of health information are maintained when using telephone interpreters?

Professional interpreters are always guided by a code of ethics and standards of practice. The three cornerstone standards of interpreting are confidentiality, impartiality and accuracy.

8. Should I document any information related to the call? If yes, what?

In order to follow up on an issue related to a call (e.g. a quality concern), we need the following information to allow us to track the call:

- the call time, i.e. the start and end time of a call with an interpreter,
- the name of the interpreter,
- the interpreter's identification number, if possible, and
- your contact information.

9. Can a telephone interpreter help me convey written information (patient education materials, consent forms, prescriptions, etc.)?

Telephone interpreters can listen to the health care provider read information aloud from a written source document, and then render it into another language. However, this service is limited and documents for this purpose are not to exceed 3 pages.

10. Will each division of family practice receive its own usage data?

Yes, each division will receive its own usage data, which will include data related to: call length, language requested, and date and time of call.