

# 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 by video, by phone, or in person by a medical interpreter
- Available for many languages

### How do I get an interpreter?

There are several ways to request an interpreter:

- **When you make an appointment:** Let staff know you would like an interpreter.
- **Walk-in services:** When you arrive, be sure to let us know you would like an interpreter.
- **In the hospital:** Tell hospital staff you would like an interpreter.

For most languages, we can provide a video or 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
- Are deaf or hard of hearing
- Feel more comfortable using a language other than English
- Have someone actively taking care of you who needs interpreter services

Member Services:

**1-800-813-2000 (TTY 711)**

Interpreter-assisted appointing and advice:

**1-800-324-8010**

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

Los servicios de interpretación son sin costo para usted, si:

- Usted no habla inglés.
- Es sordo o tiene deficiencias auditivas.
- Se siente más cómodo usando un idioma que no es el inglés.
- La persona que cuida activamente de usted necesita servicios de interpretación.

Servicio a los Miembros:  
**1-800-813-2000 (TTY 711)**

Apoyo de intérpretes para citas y consejos:  
**1-800-324-8010** opción 1 para español.

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

- Không nói được tiếng Anh
- Điếc hoặc khiếm thính
- Cảm thấy thoải mái hơn khi sử dụng ngôn ngữ khác ngoài tiếng Anh
- Người chăm sóc tích cực cho quý vị cần thông dịch viên

Dịch Vụ Hội Viên:  
**1-800-813-2000 (TTY 711)**

Nếu quý vị cần thông dịch viên trong buổi hẹn khám và tư vấn, xin gọi số:  
**1-800-324-8010** nhấn phím 3 cho tiếng Việt.

口譯員服務對您來說是免費的，如果您：

- 不會說英文
- 失聰或聽障
- 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

會員服務：  
**1-800-813-2000 (聽障及語障電話專線711)**

如需口譯協助預約和建議，請致電：  
**1-800-324-8010** 廣東話請按4，普通話請按5。

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

- Вы не говорите на английском языке.
- Вы страдаете глухотой или нарушениями слуха.
- Вы чувствуете себя более комфортно, используя не английский, а другой язык.
- Человеку, осуществляющему уход за вами, необходимы услуги переводчика.

Отдел обслуживания участников:  
**1-800-813-2000 (TTY: 711)**

Запись на прием и консультирование с участием устного переводчика:  
**1-800-324-8010** выберите 2 для русского языка.

口译员服务对您来说是免费的，如果您：

- 不会说英语
- 失聪或听障
- 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

会员服务：  
**1-800-813-2000 (听障及语障电话专线711)**

如需口译协助预约和建议，请致电：  
**1-800-324-8010** 广东话请按4，普通话请按5。