

# Get care in your language



## Interpreter Services

### My English is limited, and I speak another language. Can I have interpreter services?

Yes, you have a right to medical interpreter services. Interpreter services are available without cost to you, your family, and the people caring for you.

Medical interpreters help when you talk with your health care team so that you can understand your condition and your treatment. This is important because it helps improve the safety and quality of your care.

### Our interpreter services are:

- Available 24 hours a day, 7 days a week.
- Available through video, by phone, and in person.

### How do I get an interpreter?

Let staff know you would like an interpreter when you:

- Have an appointment.
- Arrive for walk-in services.
- Are in the hospital.

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

### What are the benefits of a medical interpreter?

- They know the medical words to interpret accurately about your condition and treatment.
- Interpreters are trained to help you talk with your health care team.
- Interpreters follow standards of privacy, confidentiality, and ethics. They are responsible for interpreting everything accurately.
- You will have a neutral person interpreting for you. This 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 services?

- Most of the time, you have the choice to use or not to use our interpreter services.
- Your doctor may ask for an interpreter even when you do not want one.
- If you choose to not use interpreter services for an appointment, we will note it in your chart.
- If you do not need the service because you speak English, please tell us so that we can update your chart to say that you do not need interpreter services.
- You can change your mind anytime. We will get interpreter services as soon as you let us know.

### Interpreter services are available without 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 family or friends caring for you who need interpreter services

Member Services:

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

Interpreter-assisted appointing and advice:

**1-800-324-8010**

\*We will try our best to get an interpreter for the language you request. The availability of interpreters varies depending on the language.



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。