

## **INTERPRETATION SERVICES – EMERGENCY DEPARTMENT**

### **SPOKEN LANGUAGE ASSISTANCE (over the phone):**

Interpretation services are available 24/7 through **Pacific Interpreters** at **1- 800- 264- 1552**. You will need to provide the **Hospital Access #: 828099** & your **Life #** (located on the back of your hospital ID).

The interpreters are certified and can be used as a witness for verbal consents.

### **SPOKEN LANGUAGE ASSISTANCE (face to face):**

\*Chinese Medical Interpreter: Monday, Wednesday & Thursday, 8:00 a.m. – 4:00 p.m.

\*Spanish Medical Interpreter: Wednesday (1:30 p.m. – 5:00 p.m.), Thursday (9:00 a.m. – 5:00 p.m.) & Friday (9:00 p.m. – 1:00 p.m.)

\*Call Patient Service Center, 1-212-659-8990 for their availability

***Bilingual employees or patient's family members and/or friends are not to be asked to interpret***

### **FOR AMERICAN SIGN LANGUAGE (ASL) – for Deaf and Hard of Hearing patients:**

MONDAY - FRIDAY, 9:00 A.M. – 5:00 P.M.

Language Assistance Program, 1-212-241-2700 or  
Patient Service Center, 1-212-659-8990

AFTER 5:00 P.M., weekends or holidays call:

SIGN LANGUAGE RESOURCES at 845-566-7951

\*Listen to message for Emergency Request instructions – DO NOT LEAVE A VOICE MESSAGE

If you are unable to get an interpreter within 30 min of contacting SIGN LANGUAGE RESOURCES, page the LAP Administrator at 1-917-458-0146 (Long Range) or 2991 (Short Range)

OR

**An iPad with ASL video functionality** and instructions are kept in the Clinical Coordinator's office

### **Other equipment and/or materials to assist LEP and/or deaf and hard of hearing patients:**

- Dual Handset telephone
- Pocket Talker
- Splitters and/or handsets with cords
- Communicards

If you have any questions about these services or are having difficulty accessing these services, please call the  
**Language Assistance Program x42700**

OR

**Patient Service Center x8990**