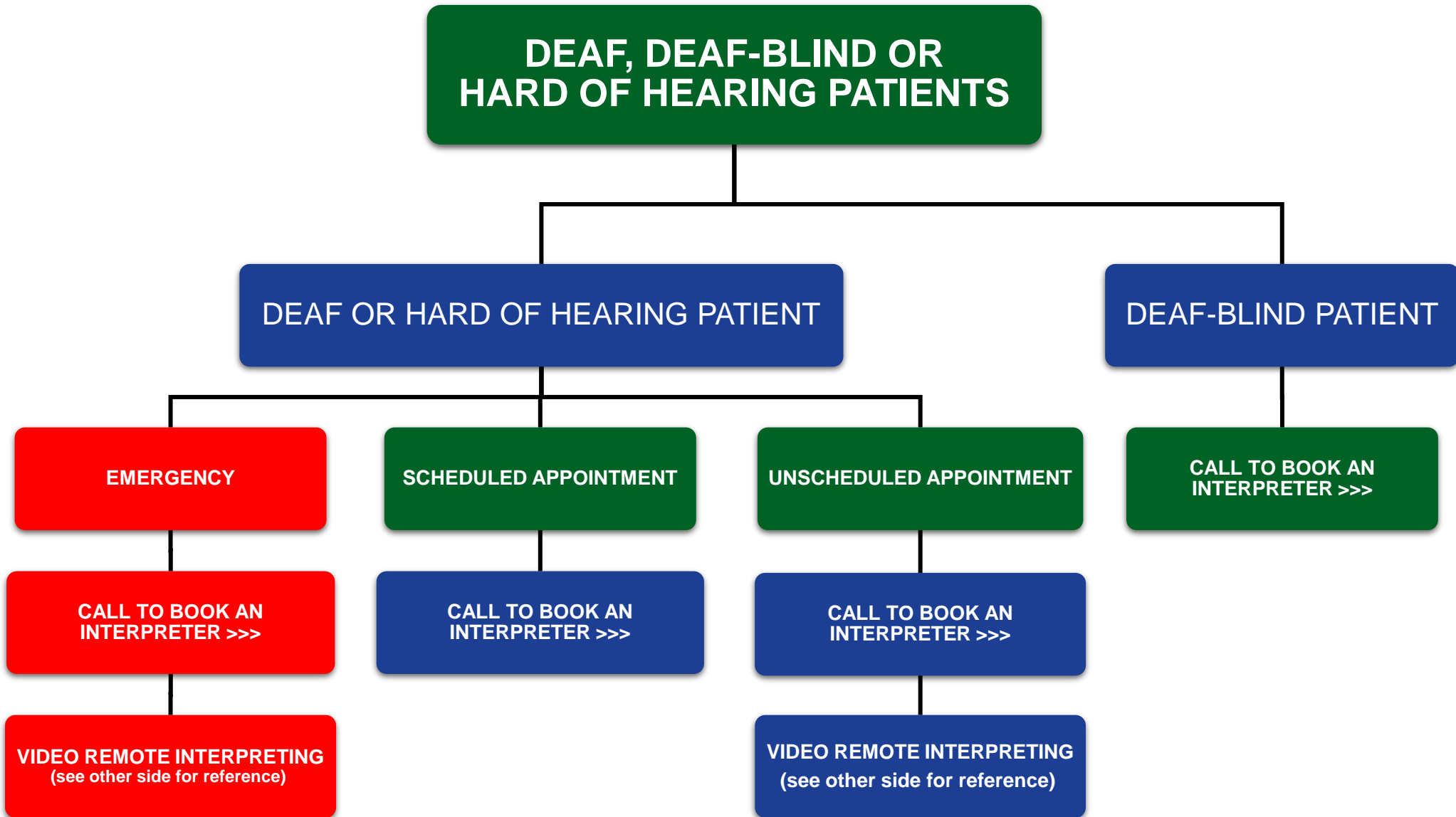


PROVINCIAL MEDICAL SIGN LANGUAGE INTERPRETING SERVICE FOR DEAF, DEAF-BLIND AND HARD OF HEARING PATIENTS



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BOOK AN INTERPRETER

PROVINCIAL LANGUAGE SERVICES

Immediate American Sign Language Interpreter

Phone: 604-297-8400

Toll-free: 1-877-BC Talks (228-2557)

Schedule an appointment

Phone: 604-297-8400

Toll-free: 1-877-BC Talks (228-2557)

Book Online*: <https://plscustomer.phsa.ca>

*Book Online: All user names and passwords are issued by the Provincial Language Services. If this is your first time using our system and you require a user name and password, or if you have forgotten your user name and/or password, please contact our office.

INQUIRIES

PROVINCIAL LANGUAGE SERVICES

Phone: 604-297-8400

Toll-free: 1-877-BC Talks (228-2557)

Email: pls@phsa.ca

Website: www.phsa.ca/pls

VIDEO REMOTE INTERPRETING (VRI)

VRI IS NOT A COMPREHENSIVE REPLACEMENT FOR IN-PERSON INTERPRETERS

WHEN IS VRI APPROPRIATE?

- Short patient/provider exchanges in emergency departments
- The patient is being attended to by BC Ambulance staff
- For uncomplicated conversations - 15 minutes or less (i.e. Doctor's rounds)
- When an in-person interpreter is enroute or not available
- When the patient or family member confirms they are comfortable with VRI

WHEN IS VRI NOT APPROPRIATE?

- When the patient or family member requests in-person interpreter, rather than VRI
- Sensitive and confidential information is being exchanged (i.e. medical/health situation, DNR, etc.)
- When the screen is not viewable (i.e. Deafblind, limited connection, placement)
- Any individual or group therapy, consultation, mental health, substance use related patient/provider interactions
- When the patient is under the age of 18
- Individuals with cognitive and/or linguistic limitations
- More than one Deaf, Deaf-blind or Hard of Hearing individuals involved in any appointment/session
- Educational Session (i.e. diabetic, pre-natal, etc.)

TIPS ON HOW TO USE VRI:

- Use a portable stand and place device directly in front of the individual
- Ensure the camera faces the individual
- Stand/sit beside the screen, and face and speak directly to the individual
- Do not have the individual hold the device