

What customers are saying about PLS

"The interpreters are uniformly excellent..."

BC Cancer Agency

"Every interpreter who has accompanied a patient to the Clinic has been very courteous and sensitive to the challenges the patient faces. The interpretation has been quick and concise. My patients seem more at ease in having the interpreter present."

BC Women's Health Centre

"It was right before the office was closing, and I needed assistance in urgently contacting a transplant patient by phone so I could tell him to come to the hospital to get a transplant. The PLS dispatcher was extremely helpful, finding an interpreter at the last minute that I could contact, and who was willing to be called later that evening if necessary as well."

BC Transplant Society

"During every difficult family meeting (i.e. palliative care, etc.), the interpreters have been professional but still able to deliver difficult news in a compassionate manner. I really appreciate how well the program accommodates my requests, even when they are the same day."

BC Children's Hospital



THE Provincial Language Service

One call... More than 100 languages
for your interpreting and translation needs

General Inquiries and Translations: **604-875-2526**

Interpreting Requests: **604-875-3402**

Toll-free: **1-877-BC-TALKS** (1-877-228-2557)

<http://www.phsa.ca/languageservice>

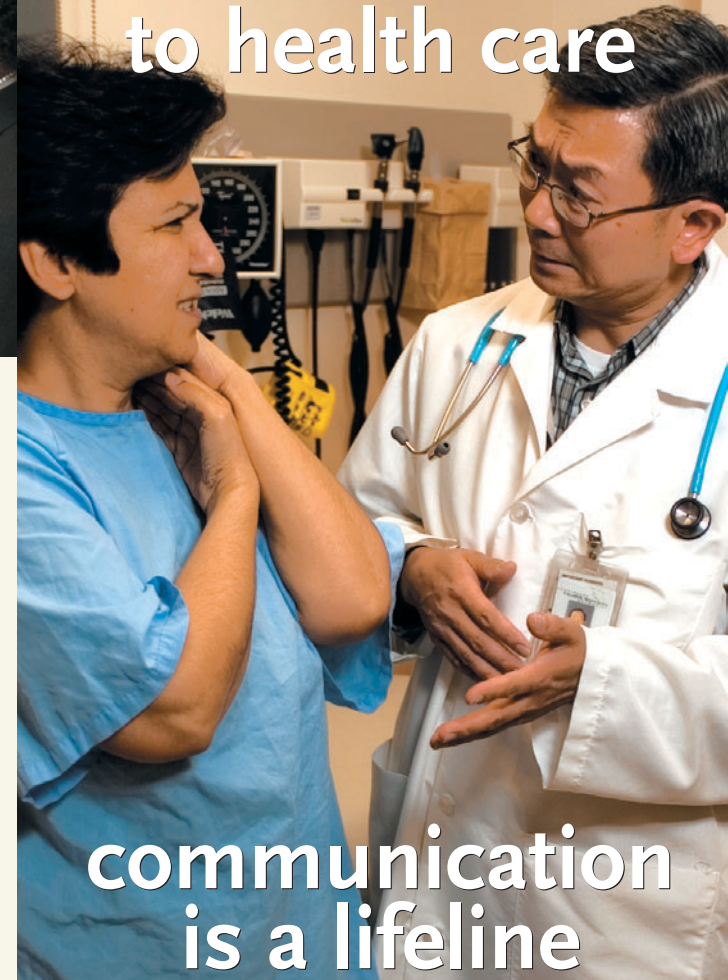
OUR CUSTOMERS AND COMMUNITY/PROJECT PARTNERS INCLUDE:

Customers: BC Cancer Agency • BC Children's Hospital & Sunny Hill Health Centre for Children • BC Mental Health & Addiction Services • BC Ministry of Health • BC Transplant Society • BC Women's Hospital & Health Centre • Worker's Compensation Board of BC • Simon Fraser University • University of British Columbia. **Community/Project Partners:** Affiliation of Multicultural Societies and Service Agencies (AMSSA) • Central Vancouver Island Multicultural Society • Critical Link Canada • Family Education and Support Centre Maple Ridge • Healthcare Interpretation Network (Toronto) • Immigrant Services Society • Inter-Cultural Association of Greater Victoria • Immigrant and Multicultural Services Society-Prince George • Kelowna Community Resources Society • Société Santé en Français • Resó Santé Columbie Britanique • Vancouver Coastal Health Authority • Vancouver Community College • Vancouver Island Health Authority



Province-wide solutions.
Better health.

When it comes to health care



communication is a lifeline

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Why use AN INTERPRETING SERVICE?

In health care, good communication is the lifeline between a health care provider and a patient.

But what happens when a health care provider and patient don't speak the same language?

Sometimes, these scenarios are managed in an ad hoc fashion with English-speaking family members or friends doing the interpreting. The consequences may be inaccurate translation of important medical information or the compromise of a patient's confidentiality.

Studies have repeatedly shown that using specially-trained health care interpreters results in better assessments and diagnoses by health care providers, in less time and with fewer errors or need for repeat consultations or clarifications.

Would you want your health left up to interpretation by anyone other than a trained professional?



Why use THE PROVINCIAL LANGUAGE SERVICE?

As part of the Provincial Health Services Authority (PHSA), the Provincial Language Service (PLS) provides province-wide interpreting and translation services specifically designed for the health care environment.

PLS' one-stop, one-call service—through 604-875-2526 or 1.877.BCTALKS—gives you fast access to high quality, cost-effective language services.

Face-to-face and telephone interpreting services bridge the communication gap between health care providers and patients.

Translation services help health care providers and organizations translate professional documents for target communities.

Cross-cultural consulting and training services assist health care providers and organizations with managing change as a result of increasingly diverse communities.

PLS enables you to deliver quality health care in any language to your multilingual, multicultural clientele.



INTERPRETING AND TRANSLATION SERVICES

PLS easily connects you with health care interpreting services in more than 100 languages and professional translation services in more than 40 languages.

PLS' accredited interpreters and translators are recruited from recognized and respected institutions and programs, and receive specialized training in health care to support customers' unique needs.

PLS interpreters and translators are bound by confidentiality, accountable to a professional code of standards, and adhere to rigorous PLS quality assurance measures.

CROSS-CULTURAL CONSULTATION AND TRAINING SERVICES

Sometimes interpreting or translation services aren't enough, and a health care provider or organization needs to understand the culture behind a language.

PLS Cross-Cultural Consulting and Training Services educate customers about cultural issues before they launch programs or disseminate materials which may not be appropriate or effective within that culture.

PLS can help:

- > Develop communication and dissemination plans, and provide focus group testing of programs, materials and other services;
- > Tailor programs, materials and other services so they are relevant and meaningful to target cultural audiences;
- > Facilitate staff training in diversity and working effectively with interpreters.