



How to Access an Interpreter

available
in more than
150
languages

On-demand Telephone Interpretation
Toll-free: 1.844.350.8224

On-Demand Telephone Interpreting

- 1 Call toll-free: 1.844.350.8224
- 2 Select the language required
- 3 Enter your code: *Request code at support@rdfp.ca*
- 4 State the your first and last name
- 5 Wait for the interpreter to come on the line
- 6 If the client is with you, use speakerphone; if not, use the conference function on your phone to conference-in the client
- 7 Once connected, introduce yourself, your role, and the context of the call to the interpreter
- 8 Ask the interpreter to introduce themselves to the client
- 9 Proceed with the conversation, speaking directly to the client, not to the interpreter
- 10 When finished, announce the end of the call to all parties

Tips for Working with an Interpreter

- An interpreter acts as a language conduit, rendering an oral message from one language into another
- Speak directly to the client; the interpreter will speak in the first person
- Allow time every few sentences for the interpreter to interpret
- The interpreter will interpret everything said during the session

Compliments/Complaints

Call 1.877.228.2557
Email PLSQualityAssurance@phsa.ca

include:

- your contact information
- interpreter name/ID number
- incident date/time
- any other important details

How to access an interpreter



**PROVINCIAL
LANGUAGE SERVICES**

Provincial Health
Services Authority

Service available 24/7

Richmond Division of Family Practice

Immediate Phone Interpreter

*Available 24/7 on demand
No booking required!*

1. Call **1-844-350-8224**
2. Choose **the language**
3. Provide your **access code: request your code from support@rdfp.ca**
4. Provide your **first and last name** to the call taker

Sign Language Interpreter
























*Sign Language Interpreter
Available for care covered
by MSP*

To submit, change or cancel a request call:
604-297-8400 or 1-877-228-2557

For urgent requests (immediate need) call:
604-297-8400 or 1-877-228-2557

Compliments & complaints:

email PLSQualityAssurance@phsa.ca or call 604.297.8400 / TFN: 1.877.228.2557
(include your contact information, interpreter name/ID number, incident date, time, etc.).

<p>English  English</p> <p>Please point to your language. An interpreter will be called.</p>	<p>American Sign Language  </p> <p>Please point to your language. An interpreter will be called.</p>
<p>Mandarin  普通话 / 国语 普通话 / 國語</p> <p>请指向您使用的语言，我们将为您安排口译员。 請指向您使用的語言，我們將為您安排翻譯員。</p>	<p>Cantonese  广东话 廣東話</p> <p>请指向您使用的语言，我们将为您安排口译员。 請指向您使用的語言，我們將為您安排翻譯員。</p>
<p>Punjabi  ਪੰਜਾਬੀ</p> <p>ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਤੁਹਾਡੇ ਲਈ ਦੁਬਾਸ਼ੀਏ ਨੂੰ ਬੁਲਾ ਦਿੱਤਾ ਜਾਵੇਗਾ।</p>	<p>French  Français</p> <p>Montrez-nous quelle langue vous parlez, s'il vous plaît. Nous vous fournirons un/e interprète.</p>
<p>Vietnamese  Việt Ngữ</p> <p>Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi thông dịch viên.</p>	<p>Hindi  हिंदी</p> <p>कृपया अपनी भाषा की ओर संकेत करें। आपके लिए अनुवादक को बुलाया जाएगा।</p>
<p>Farsi  فارسی</p> <p>لطفا نشان بدهید به چه زبانی حرف می زنید تا برای تان مترجم بیا ورنند.</p>	<p>Russian  Русский</p> <p>Покажите, каким языком вы владеете. Вас соединят с переводчиком.</p>
<p>Arabic  عربي</p> <p>أشتر إلى لغتك. سوف نتصل بمترجم لمساعدتك.</p>	<p>Spanish  Español</p> <p>Por favor señale su idioma y llamaremos a un intérprete.</p>
<p>Japanese  日本語</p> <p>ご希望の言語を指差してください。 電話通訳におつなぎします。</p>	<p>Tagalog  Tagalog</p> <p>Pakituro mo ang iyong wika. Magpapatawag ako ng 'interpreter' (tagasalin ng wika).</p>
<p>Korean  한국어</p> <p>사용하시는 언어를 가리켜 주십시오. 통역사를 불러드리겠습니다.</p>	<p>Italian  Italiano</p> <p>Indicare la propria lingua. Verra' chiamato un interprete.</p>
<p>Portuguese  Português</p> <p>Por favor, indique seu idioma e chamaremos um intérprete.</p>	<p>Polish  Polski</p> <p>Wybierz język, którym się posługujesz. Wezwiemy dla Ciebie tłumacza.</p>
<p>Somali  Soomaali</p> <p>Farta ku tag afka aad ku hadasho. Turjubaan ayaan laguugu yeerayaa.</p>	<p>Karen  ကညီ</p> <p>ဝံသးစူၤနဲၣ်လီၤဆူၤန့ၣ်အိၣ်အလီၢ်တက့ၢ်. တၢ်ကကိးန့ၢ်န့ၣ်ပုၤကတိၤကိၣ်ထံၣ်တၢ်န့ၣ်လီၤ.</p>
<p>Tamil  தமிழ்</p> <p>தயவுசெய்து உங்கள் மொழியைக் காட்டவும். மொழிபெயர்ப்பாளர் ஒருவர் அழைக்கப்படுவார்</p>	<p>Hungarian  magyar</p> <p>Kérjük, mutasson rá az Ön által beszélt nyelvre. Tolmácsot fogunk hívni.</p>



PROVINCIAL LANGUAGE SERVICES

Provincial Health Services Authority

LIST OF LANGUAGES

updated April 2023

Acholi	Chamorro	Ga	Jakartanese	Laotian	Napoletano	Rade	Tajik
Afar	Chaochow	Gaddang	Jamaican	Latvian	Navajo	Rakhine	Tamil
Afrikaans	Chin Falam	Gaelic-Irish	Patois	Liberian Pidgin	Nepali	Rohingya	Telugu
Akan	Chin Hakha	Gaelic-Scottish	Japanese	English	Ngambay	Romanian	Thai
Akateko	Chin Mara	Garre	Jarai	Lingala Lithuanian	Nigerian Pidgin	Rundi	Tibetan
Albanian	Chin Matu	Gen	Javanese	Luba-Kasai	Norwegian Nuer	Russian	Tigré
Amharic	Chin Senthang	Georgian	Jingpho	Luganda	Nupe	Samoan	Tigrigna
Anuak	Chin Tedim	German	Jinyu	Luo	Nyanja	Sango	Toishanese
Apache	Chipewyan	German Penn. Dutch	Juba Arabic	Maay	Nyoro	Seraiki	Tongan
Arabic	Chuukese	Gheg	Jula	Macedonian	Ojibway	Serbian	Tooro
Armenian	Cree	Gokana	Kaba	Malay	Oromo	Shanghainese	Trique
Assyrian	Croatian	Greek	Kamba	Malayalam	Pampangn	Shona	Turkish
Azerbaijani	Czech	Gujarati	Kam Muang	Maltese	Papiamento	Sichuan Yi	Turkmen
Bahasa	Danish	Gulay	Kanjobal	Mam	Pashto	Sicilian	Tzotzil
Bahdini	Dari	Gurani	Kannada	Mandarin	Plautdietsch	Sinhala	Ukrainian
Bajuni	Dewoin	Haitian Creole	Karen	Mandinka	Pohnpeian	Slovak	Urdu
Bambara	Dinka	Hakka China	Kashmiri	Maninka	Polish	Slovene	Uyghur
Bantu	Duala	Hakka Taiwan	Kayah	Manobo	Portuguese	Soga	Uzbek
Barese	Dutch	Hassaniyya	Kazakh	Marathi	Portuguese Brazilian	Somali	Vietnamese
Basque	Dzongkha	Hausa	Kham	Marka	Portuguese Cape Verdean	Soninke	Visayan
Bassa	Edo	Hawaiian	Khana	Marshallese	Pugliese	Sorani	Welsh
Belorussian	Ekegusii	Hebrew	Khmer	Masalit	Pulaar	Spanish	Wodaabe
Bemba	Estonian	Hiligaynon	K'iche'	Mbay	Punjabi	Sudanese	Wolof
Benaadir	Ewe	Hindi	Kikuyu	Mien	Putian	Arabic	Wuzhou
Bengali	Farsi	Hindko	Kimiiru	Mirpuri	Quechua	Sunda	Yemeni
Berber	Fijian	Hmong	Kinyarwand	Mixteco	Quichua	Susu	Arabic
Bosnian	Fijian Hindi	Hunanese	Koho	Mizo		Swahili	Yiddish
Bravanese	Finnish	Hungarian	Korean	Mnong		Swedish	Yoruba
Bulgarian	Flemish	Ibanag	Krahn	Mongolian		Sylhetti	Yunnanese
Burmese	French	Icelandic	Krio	Moroccan Arabic		Tagalog	Zapoteco
Cantonese	French Canadian	Igbo	Kunama	Mortlockese		Taiwanese	Zarma
Catalan	Fukienese	Ilocano	Kurmanji				Zo
Cebuano	Fulani	Indonesian	Kyrgyz				Zyphe
Chaldean	Fuzhou	Inuktitut					
		Italian					

... and more! Call us for details if you do not see a language listed