

Interpretation Services Request

Alberta Health Services offers language interpretation services to reduce language barriers for patients, residents and families. Services are available by telephone, through live video or for unique circumstances in-person.

Please complete this request and send to Interpretation & Translation Services by email to interpretation.services@albertahealthservices.ca.

For additional information, please email us.

Service Request Details						
Language Required	Patient Name					
Date(s) Required (dd-Mon-yyyy)	Start Time (hh:mm)	End Time (hh:mm)				
Appointment Location/Instructions for Interpreter						
Type of Service (for details of each service, see reverse) <table border="0"> <tr> <td> <input type="checkbox"/> Phone (must have speakerphone option) <input type="checkbox"/> Video Remote Interpretation (VRI) </td> <td> <input type="checkbox"/> Video Remote Interpretation via Zoom <i>(including American Sign Language - ASL)</i> <input type="checkbox"/> In-person Interpreter </td> </tr> <tr> <td> <input type="checkbox"/> iPad <input type="checkbox"/> Desktop/laptop <input type="checkbox"/> Interpreter on Wheels <input type="checkbox"/> Smartphone (<i>spoken languages only</i>) <input type="checkbox"/> Webex </td> <td> <input type="checkbox"/> No preference <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Non-binary </td> </tr> </table>			<input type="checkbox"/> Phone (must have speakerphone option) <input type="checkbox"/> Video Remote Interpretation (VRI)	<input type="checkbox"/> Video Remote Interpretation via Zoom <i>(including American Sign Language - ASL)</i> <input type="checkbox"/> In-person Interpreter	<input type="checkbox"/> iPad <input type="checkbox"/> Desktop/laptop <input type="checkbox"/> Interpreter on Wheels <input type="checkbox"/> Smartphone (<i>spoken languages only</i>) <input type="checkbox"/> Webex	<input type="checkbox"/> No preference <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Non-binary
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Detailed reason why circumstances warrant in-person interpretation and why Video Remote Interpretation (VRI) modalities cannot meet the need.						
Requester Last Name	Requester First Name	Phone				
Email	Department/Unit Name and Site Location					
By signing this request, the manager agrees to cover the usage charges incurred.						
Functional Centre	Other Billing Information (i.e. address, etc.)					
Manager Name	Manager Signature					

The collection of personal information on this form is legally authorized by section 33(c) of the Freedom of Information and Protection of Privacy Act ("FOIP") and will be used for the purpose of processing requests and providing interpretation services to the identified individual. If you have any questions about the collection or use of information or the completion of this form, please contact Interpretation Services by emailing interpretation.services@ahs.ca, calling 780-598-4960 or sending your questions in writing by mail addressed to the attention of AHS Interpretation & Translation Services, Plaza 124, 5th floor, 10216 124 St, Edmonton, AB T5N 0M1.

Explanation of Services

Phone

If you need an interpreter immediately, call your designated toll free number. If you do not know your locations toll free number, please ask your manager or contact us. Pre-booking as far in advance as possible is recommended, however we recognize that needs may arise unexpectedly.

To request phone Interpretation for your site, check the box “**Phone**” option in the Type of Services section and email interpretation.services@ahs.ca for processing.

American Sign Language (ASL)

Interpretation is available through live video 24/7 and in-person can be arranged by pre-booking in advance. A variety of interpretation supports are available including: ASL-English Interpreter, Deaf Interpreter, Service Support Provider/Intervenor, Tactile Signing, Foreign Sign Language and other methods of support.

Video Remote Interpretation (VRI)

Interpretation is available through live video. Please check “**Video**” for this type of interpretation. Due to limited availability, pre-booking as far in advance as possible is recommended, however we recognize that needs may arise unexpectedly. For further information regarding Video Remote Interpretation (VRI), please email interpretation.services@ahs.ca

Zoom Interpretation

An interpreter can also be accessed via Zoom.

You can also access audio interpretation on Zoom for 240 languages and video interpretation on Zoom for 40 languages plus American Sign Language (*using a licensed Zoom account*).

In-person

Due to limited availability, pre-booking as far in advance as possible is recommended, however we recognize that needs may arise unexpectedly.

Some circumstances require in-person interpretation. In-person interpretation is most appropriate when a patient:

- Wi-Fi unreliable
- Is receiving detrimental news, new diagnosis, etc.
- Patient is in a vulnerable position (e.g. *labor and delivery*)
- Distrust in the healthcare system
- Has a long appointment or assessment to complete
- Has limited or no vision
- Has difficulty communicating (e.g. *immigrants families using their own sign language system, cognitive challenges, non fluent in sign language*)
- Is in crisis
- Needs to communicate with multiple people in a space

If the medical team determines that in-person interpretation is required, please complete this form to and email to interpretation.services@ahs.ca for next steps.