

# Communication Assistance *for Patients*



All interpretation services are provided free of charge.

Tell your doctor or nurse that you need an interpreter when discussing your care.

## SPOKEN LANGUAGE INTERPRETERS



### ■ Medical Interpreters are available 24/7

- Over-the-phone interpreters available in over 200 languages
- Video Remote Interpreters available at designated locations throughout the hospitals
- In-person interpreters available by staff request

## DEAF AND HARD OF HEARING ASSISTANCE



### ■ American Sign Language Interpreters are available 24/7

- Video Remote Interpreters available at designated locations throughout the hospitals
- In-person interpreters available by staff request

### ■ TTY Phone/ Videophone/ Captioned Telephone

- If you are admitted and would like to use a TTY phone or videophone, ask your nurse or patient representative
- If the patient has a TTY
  - Contact The New York Relay Service at 1-800-421-1220
  - Staff member will give the operator the patient's phone number
  - Operator will connect the call and type the message to the patient. The operator will then read back the patient's response.
- If the patient has a Videophone
  - Call the telephone number that the patient has provided. You will automatically be connected to an interpreter via a Video Relay Service (VRS) company who will place and interpret the call.



If you require further assistance, please contact the Language Assistance Program at your site:

MSH: 212-659-8990  
MSQ: 718-267-4273

MSSL: 212-523-2187  
MSW: 212-523-2187

MSBI: 212-844-8555  
MSNYEE: 212-979-4093 MSB: 718-951-3005

ALWAYS DOCUMENT THE INTERPRETER'S NAME AND NUMBER IN THE PATIENT'S CHART

Mount Sinai Health System complies with applicable Federal civil rights laws and does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, religion, disability, sex, sexual orientation, gender identity, or gender expression.