

## Non-English Speaking and Deaf and Hard-of-Hearing Individuals

Language interpreters for those who speak English less than very well are provided at no charge. This service is available to patients and their companions during all business hours. Both over-the-phone interpreter services and Video Remote Interpreting (VRI) are available. This technology provides quick access to remote ASL interpreters and to many languages and dialects.

### NOTICE OF INTERPRETATION SERVICES

#### ENGLISH



IF YOU DO NOT SPEAK ENGLISH, OR IF YOU ARE DEAF, HARD OF HEARING, OR DEAF/BLIND, YOU CAN HAVE INTERPRETATION SERVICES PROVIDED FOR YOU AT NO CHARGE. TELL THE PERSON HELPING YOU THAT YOU NEED AN INTERPRETER.

#### SPANISH

SI NO HABLA INGLÉS, O NO OYE BIEN, O TIENE ALGÚN IMPEDIMENTO AL HABLAR, USTED PUEDE CONSEGUIR SERVICIOS GRATIS DE INTERPRETACIÓN. DÍGALE A LA PERSONA QUE LE ESTÁ ATENDIENDO QUE USTED NECESITA UN INTÉRPRETE.

#### KOREAN

만일 귀하께서 영어를 못하시거나 청각장애 혹은 청각시각 장애자시면 (장님이나 귀머거리) 무료로 통역봉사를 제공 받으실 수 있습니다. 귀하를 도와주는 분에게 통역원이 필요하다고 말씀하십시오.

#### RUSSIAN

ЕСЛИ ВЫ НЕ ГОВОРИТЕ ПО-АНГЛИЙСКИ ИЛИ ЕСЛИ У ВАС ИМЕЮТСЯ НАРУШЕНИЯ СЛУХА ИЛИ РЕЧИ, ВЫ МОЖЕТЕ ПОПРОСИТЬ ОБ УСЛУГАХ ПЕРЕВОДЧИКА, КОТОРЫЕ ПРЕДОСТАВЛЯЮТСЯ ВАМ БЕСПЛАТНО. СКАЖИТЕ СОТРУДНИКУ, ОБСЛУЖИВАЮЩЕМУ ВАС, ЧТО ВАМ НУЖЕН ПЕРЕВОДЧИК.

### OTHER LANGUAGES ARE AVAILABLE UPON REQUEST.

For questions, concerns, or complaints contact the department manager or the support services listed below:

#### California Relay Service

Dial 711 (or 9-711 from a hospital phone)

TTY English 1-800-735-2929, Spanish 1-800-855-3000

#### Patient Relations Department

Providence Saint Joseph  
Medical Center  
501 S. Buena Vista Street  
Burbank, CA 91505  
1-818-843-5111

#### California Department of Health

(CDPH)  
Health Services, Complaints  
1-800-228-5234  
3400 Aerojet Ave. #323  
El Monte, CA 91731

#### Risk Management,

Licensing and Compliance  
1-818-847-4747