

Interpreting Services

傳譯服務

VIRTUAL INTERPRETING 虛擬傳譯服務

Patients coming to an Island Health location can get virtual interpreting services on-demand in the language they need during their appointment or visit. The service is also available to patients attending virtual care appointments.

前來溫哥華島衛生局 (Island Health) 服務地點的患者，可以按其要求，在預約或就診期間獲得所需語言的虛擬傳譯服務。按預約接受虛擬就醫的患者，亦可以獲得這項服務。

SERVICES THAT ARE AVAILABLE 可獲提供的服務

Professional interpretation, including services for the deaf, deaf-blind, and hard of hearing, are available at all Island Health locations through the Provincial Language Service.

Medically-trained interpreters can provide services in over 240 languages, including American Sign Language.

溫哥華島衛生局 (Island Health) 所有服務地點，均通過省語言服務處 (Provincial Language Service) 提供專業傳譯服務，包括為聾啞人士、聾盲人士和聽力障礙人士提供的服務。

經過醫學培訓的傳譯員可以提供 240 多種語言的服務，其中包括美國手語翻譯服務。

HOW IT WORKS 如何運作

The virtual interpreting service gives Island Health staff access to a medically-trained interpreter 24 hours a day, seven days a week.

The application is available on mobile tablet devices that are connected to rolling stands at Island Health care locations.

When a patient requests interpreting services, an Island Health care provider can access the application on the tablet and connect with an interpreter via video, audio connection link, or phone. The interpreter will then help the patient and care provider during the appointment or care conversation.

溫哥華島衛生局 (Island Health) 工作人員能夠每週 7 天、每天 24 小時獲得經過醫學培訓傳譯員提供的虛擬傳譯服務。

在溫哥華島衛生局的服務地點，通過連接在滾動支架上移動平板電腦內的應用程式，便可使用該服務。

當患者要求傳譯服務時，溫哥華島衛生局的醫護人員可以使用平板電腦上的應用程式，並通過視頻、音頻連接鏈接或電話與傳譯員聯繫。然後，傳譯員將在預約或護理談話期間，為患者和醫護人員提供幫助。

Virtual care appointments 預約接受虛擬就醫

Patients who wish to have interpretive services at their virtual care appointment can ask their care provider about making these arrangements in advance of their next appointment.

希望在預約接受虛擬就醫中獲得傳譯服務的患者，可以向醫護人員查詢，如何在下次預約之前預先安排這項服務。