Interpreters for virtual health visits

Purpose

Some patients and clients may require an interpreter for their Zoom virtual health visit. After scheduling the virtual health visit, the provider or scheduler can request interpreter services from the Provincial Language Service (PLS).

Spoken language interpreters and sign language interpreters can be requested.

Requirements

- A PLS account* is required to request interpreter services.
  - If you need a PLS account, contact the PLS at 604-297-8400 or toll-free 1-877-BC TALKS (1-877-228-2557)
- Providers and support staff should request an interpreter as early as possible. However, interpreting services can be requested up to 15 minutes before the start of the virtual health visit.
  - In order to avoid late cancellation fees, please update and/or cancel requests at least 24 hours in advance when possible.

Vancouver Coastal Health, Providence Health and Provincial Health Service Authority have access to the service under the lower mainland interpreting service consolidated service agreement.

Other Health Authorities, Doctors of BC and Community Living BC should connect directly with PLS at 604-297-8400 or toll-free 1-877-BC TALKS (1-877-228-2557) to access the service.

HealthLink BC should connect with their managers to connect to a phone interpreter.

Spoken and sign language interpreter

To request a spoken and sign language interpreter after scheduling the virtual health visit:

1. Scroll down to **Invite Link.**
2. Right-click the virtual health visit **URL.**
3. Click **Copy link address.**

zoom

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4. Access the PLS Online Booking System.

5. Login using your PLS account.

6. Create a **new request** for a one-to-one visit.
   - Choose **Virtual Visit** as the Appointment Type.
   - Complete the **Request Date** and **Language**.
   - Paste the Zoom virtual health visit **meeting URL** into the **Meeting Link** field.

7. Create a new request for a group visit.
   - Follow same steps as above
   - Choose "**Multiple Patients**" & "**Multiple Healthcare Professionals**"

   - Select "**Education/Group Session**" under the Purpose

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8. Submit the request. PLS will only contact you if an interpreter cannot be found.

9. At the start of the virtual health visit, admit the interpreter from the waiting room and confirm their identity.

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