

## Interpretation for Virtual Health Visits

When providing virtual care services to Deaf, Deaf-Blind, Hard of Hearing or Limited English Proficiency patients, booking a qualified interpreter is important. [Provincial Language Service](#) (PLS) provides Sign and Spoken Language Interpreting services to support BC health authority providers. There is no direct cost to the patient. Interpreting services are available 24 hours a day.

First, create an account with PLS by phoning 604-297-8400 or toll-free 1-877-BC TALKS (1-877-228-2557)

Providence Healthcare recommends requesting an interpreter with as much notice as possible, booking ahead for any pre-scheduled visits.

### Which interpreting modality is appropriate for me?

#### Scenario A: Pre-scheduled appointments, booking an interpreter with 2+ hours' notice

- Visit the [PLS online booking platform](#) to book an interpreter
- For virtual visits, please include the visit link when you complete the [online booking form](#). [Click here for additional instructions](#).
- Please notify PLS of any cancellations at least 24 hours in advance to avoid late cancellation fees. For Sign language, please notify at least 48 hours in advance. PLS will only contact you if an interpreter cannot be found.
- **Scenario B: Pre-scheduled appointments, booking an interpreter with less than 2 hours' notice**  
Connect to a phone interpreter immediately by calling 604-297-8400 or toll-free: 1-877-BC Talks (228-2557) and select option 1.
- Please have your access code ready.
- For Sign language, it is still recommended that you try to book an in-person interpreter and if this is not feasible, then please use the InSight application

#### Scenario C: Walk-in visits or on-demand services

- For immediate telephone interpretation: Call 604-297-8400 or toll-free: 1-877-BC Talks (228-2557) and select option 1.
- Please have your access code ready.
- For immediate video interpretations: open the InSight application on a PHC Virtual Health iPad to connect with an interpreter in real-time

## I need on-demand video interpretation for a visit where the patient and provider are in the same place. How does the InSight app work?

InSight is an application that is pre-loaded onto the PHC Virtual Health iPads. InSight provides 24/7 access to on-demand video remote interpretation through LanguageLine Solutions (LLS). This application is useful for clinical settings where appointments are not pre-scheduled, i.e. for clinical areas that do large volumes of walk-in visits with clients, patients or residents whose preferred language is not English. This service is specific to scenarios where both the patient and healthcare provider are in the same physical space.

Activating the InSight application:

1. Contact Provincial Language Services ([pls@phsa.ca](mailto:pls@phsa.ca)) to obtain a **Device Name** and **Authentication Code**
2. Log in to the InSight application with the above details

Using the InSight application:

- Once the device is activated, simply log in to InSight and scroll to search for the language you require
- You can also use the search bar in the top right, to search for a specific language, or to search for languages by country
- If your staff require in-depth training regarding video remote interpretation and InSight, contact PLS at: [pls@phsa.ca](mailto:pls@phsa.ca)