

Booking a Provincial Language Services interpreter for my Virtual Health Visit

Interpreters can be part of your Virtual Health Visit and you should book them through Provincial Language Services (PLS). If you are Health authority staff first time user, sign up by calling 604-297-8400 or toll-free: 1-877-BC Talks (228-2557) during business hours (8:00 a.m. - 4:00 p.m.).

On-demand phone interpreter: Connect to a phone interpreter immediately by calling 604-297-8400 or toll-free: 1-877-BC Talks (228-2557) and pressing #1. You will need your access code. The phone interpreter can do a three way-call.

Advance booking: To access an interpreter for a pre-scheduled Virtual Health Visit, create a request on the PLS online system (<https://plscustomer.phsa.ca/>).

Need your online booking ID? Forget your password or your access code? Call the number above or email pls@phsa.ca. Have the following information ready: unit or service area you are calling from.

Once you have your PLS username and password, you can complete the **New Request Form** on the PLS online system (<https://plscustomer.phsa.ca/>). When requesting an interpreter for a virtual health event, complete these following fields accordingly:

INTERPRETING SESSION INFORMATION

* Appointment Type: Virtual Visit (dropdown menu)

* Request Date: (mm/dd/yyyy) [calendar icon] Week Day: [dropdown menu]

* Language: [dropdown menu]

Alternate Language: [dropdown menu]

Flexible Time: No Yes

* Meeting Link: [text box]

Appointment Type: Select **Virtual Visit** from the dropdown menu

Meeting Link:

Copy and paste the Skype for Business hyperlink → [Join Skype Meeting](#)

Copy and paste the Zoom link <https://phsa.zoom.us/j/856169939?pwd=Rk1DeGVCTmRHUElwZGY5MTc2MnR2UT09>

The Provincial Language Service team will connect with you only if they have difficulties finding an interpreter. “No news is good news” remains the policy.

Please tell the BCCH clinician that there will be an interpreter joining the call, so that they can admit them to the meeting.

Booking a Sign-Language interpreter for my Virtual Health Visit

PHSA provides sign-language interpreting services through the Wavefront Centre. There is no charge to the patient or your department.

Please call directly: 604-736-7012 Toll-free: 1-877-736-7012. Wavefront Center is able to provide ASL (American sign language) interpreters or CART (Captioning) interpreters.

They require that you call them and indicate date/time of virtual health visit. They will then need the previously scheduled Skype for Business or Zoom link to forward to their interpreter. When Wavefront Centre has given the confirmation of the interpreter, send the VH visit link to mis@wavefrontcentre.ca.