



# COVID-19 Update

**Date:** Monday, July 27, 2020  
**To:** Clinical Managers, All Sites  
**From:** Dawn Sidenberg, Manager Patient Experience  
**Subject:** **Interpreter Services - Update**

---

Canadian Hearing Services and ITS Hamilton are once again offering in-person medical interpretation. However, please check with the service provider to confirm availability of an interpreter coming into the hospital, if that is the preferred format. Telephone and video remote interpretation continue to be available options.

As a reminder, there are three service providers with whom Hamilton Health Sciences has contracts/service agreements for medical interpretation:

## **Canadian Hearing Services (CHS)**

### **Services Provided:**

In-person and remote video interpretation for American Sign Language (ASL). La langue des signes québécoise (LSQ) is also available in some regions in Ontario.

### **Pre-bookings (minimum of 3 business days in advance):**

Phone: 1 866 518-0000  
TTY: 1877 215-9530  
Skype: CHS Interpreting  
Email: [interpreting@chs.ca](mailto:interpreting@chs.ca)  
Fax: 1 855 259-7557

### **Emergency bookings:**

Phone: 1 866 518-0000  
TTY: 1877 215-9530  
Email: [urgent@chs.ca](mailto:urgent@chs.ca)  
SMS/Text: 416 712-6637 (charges may apply)

### **Information required for billing:**

To book service, the user must provide their manager's name and/or cost centre, as well as location, time, expected duration. After the appointment, the interpreter fills out a verification (including location, time, language, duration, department, etc.), which the requester must sign off on.

## **ITS Hamilton**

### **Services Provided:**

In-person and over-the-phone interpretation, as well as message relay.

### **Pre-bookings:**

Phone: 905 527-7045

Email: [info@itshamilton.com](mailto:info@itshamilton.com))

Fax: 905 527-9961

### **Emergency bookings:**

Phone: 289 689-1440

### **Information required for billing:**

To book an appointment, users must fill out HHS Interpretation Request (available online [www.itshamilton.com/hhs](http://www.itshamilton.com/hhs)) every time which includes the manager's name, clinic/unit name, and cost centre.

## **Access Alliance**

### **Services Provided:**

On demand over-the-phone interpretation (through the Remote Interpretation Ontario network)

### **On-demand/Emergency bookings:**

Phone: 1 844 266-3120

### **Information required for billing:**

To book or use on-demand telephone medical interpretation, users must provide the unit's unique six-digit Client ID (and three-digit Secure Access Code, if applicable).

Access Alliance will maintain a single HHS Client ID for situations in which there is an urgent need for medical interpretation. This will apply only if your department does not already have a unique Client ID and there is not enough time to process an ID. It is expected that the clinical managers will follow-up to request a Client ID by contacting Access Alliance (1 888 278-8007 or [languages@accessalliance.ca](mailto:languages@accessalliance.ca)).

Staff are encouraged to reach out to their clinical managers with unit-specific questions. For other questions or to provide feedback, please reach out to Patient Experience/Tina Vallentin at extension 75240/74205.