

**How can I make sure I understand
what the doctor is saying?**

- + Use a trained interpreter
- + Ask questions
- + Repeat back to the doctor what you understood

Remember, it's okay to tell your doctor
that you did not understand something.

For more information on
language services, call
1-844-692-4692



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We Speak Your Language

Get help if your preferred
language is not English



At NYC Health + Hospitals, we speak more than 300 languages including American Sign Language (ASL).

Ask for an interpreter who speaks your preferred language. An interpreter can help you get the best care for yourself and your family.



It is your right to have an interpreter when you come to NYC Health + Hospitals. And it's FREE!

Why is it important to use an interpreter?

Working with an interpreter helps make sure:

- + You can share information with your healthcare team
- + You get the information you need to take care of your health
- + You get all of your questions answered
- + You get the best care possible

Using a trained interpreter is best. A trained interpreter is someone who:

- + Is an expert in both English and your preferred language
- + Knows about your culture
- + Has special training to help you and the doctor understand each other

Some people ask a friend or family member—including children—for help talking to doctors. However, they are not usually trained to be medical interpreters. We recommend only using a trained medical interpreter.

How can I get an interpreter?

- + Use the app on your phone or carry a card with you that says what language you speak and show it to your healthcare team.
- + Tell the healthcare team that you want an interpreter



Serious mistakes that could affect a patient's health are 2 times more likely when a trained interpreter isn't used.

I speak some English. Can I still get an interpreter?

Yes! Even if you speak some English, it is important to hear information about your health in the preferred language you speak. Sometimes medical words are easier to understand in your own language.

We offer 3 types of interpretation:

Telephone

Video

In-person

Some of these options may not always be available at all times, but you can let your healthcare team know what you would like best.

