

Communication Assistance *for Patients*



All interpretation services are provided free of charge.

Tell your doctor or nurse that you need an interpreter when discussing your care.

SPOKEN LANGUAGE INTERPRETERS

■ Medical Interpreters are available 24/7



- Over-the-phone interpreters available in over 200 languages
- Video Remote Interpreters available at designated locations throughout the hospitals
- In-person interpreters available by staff request

ASSISTANCE FOR THE DEAF AND HARD OF HEARING

■ American Sign Language Interpreters are available 24/7



- Video Remote Interpreters available at designated locations throughout the hospitals
- In-person interpreters available by staff request

■ Assistive Devices



- Public Video Phones available at designated locations throughout the hospitals
- If you are admitted and would like to use a device to assist you in communicating with the staff, ask your nurse or patient representative for:

- Sound Amplifiers
- Multilingual Communication Boards
- Captioned Telephones
- Clear Masks
- CART - Requires advanced notification



OTHER ALTERNATIVE FORMATS

- Large type Forms
- Preadmission and Discharge Instructions in Audio Format

If you require further assistance, please contact the Language Assistance Program at your site:

MSH: 212-659-8990 MSSL: 212-523-2187 MSBI: 212-844-8555 MSSN: 516-632-3484
MSQ: 718-267-4273 MSW: 212-523-2187 MSB: 718-951-3005 MSNYEE: 212-979-4093

Consistent with federal, state and city law, it is the policy of the Mount Sinai Health System that the hospitals, ancillary areas, medical practices, and the Icahn School of Medicine will not tolerate hateful, discriminatory, racist, bigoted or abusive speech or behavior of any kind on the basis of age, color, disability, gender, gender identity, immigration status, marital or partnership status, military service, national origin, pregnancy, race, religion/creed, sexual orientation or any other status protected by law.