



Assistive Hearing Devices & Language Services for Patients

Please inquire with registration or a member of your healthcare team if one of these services is needed.

Effective communication between patients and their healthcare providers is vital to achieving access to quality care and ensuring positive health outcomes. Island Health makes interpretation services available at no cost 24/7, in compliance with federal and state laws, to assist patients, their family members and other legally authorized persons. In addition, we offer assistive hearing devices for individuals with hearing loss.



Audio Loop Amplifiers

For individuals with hearing loss.

Audio loop amplifiers work with compatible headphones (included) or individuals who have T-Coil equipped hearing aids. The amplifier provides a clear sound and eliminates or greatly reduces background noise. The devices are portable and can travel with the patient throughout their appointment.



Sign Language Services

For individuals who are deaf.

Video-remote interpretation including American Sign Language is available in the Emergency Room, Physical Therapy, Island Primary Care - 24th Street and M Avenue. *In-person* sign language interpretation is available by request and should be scheduled **prior** to patient appointment.



Translation Services

For limited English speaking individuals.

Over-the-phone interpretation services are available 7 days/week, 24 hours/day in more than 170 languages.