

Resources for Interpreters and Materials for Seniors and Persons with Disabilities San Francisco Health Plan

Language Interpretation:

1. Language Line

Over-the-phone interpretation: (800) 752-6096 with 24/7 coverage

Website: <http://www.languageline.com/>

The operator will place you on hold and get an interpreter in the language you need so you can connect with the patient/member via 3-way call. Over 175 languages are available.

Other services provided:

On-site Interpretation

Line Mobile Interpreter

Video Interpreter Services

Document translation

Language Line University – expert testing, training, certification

2. Interpreters Unlimited (in-person interpreters)

Phone: (800) 726-9891

Website: www.interpretersunlimited.com

Email: info@iugroup.com

Sign Language, Relay Service, & Other Resources for people who are hearing impaired, deaf, or deaf-blind:

1. ALS American Language Services

Phone: 1-800-951-5020 with 24/7 coverage

Website: <http://www.alsglobal.net/index.php>

2. BACA (Bay Area Communication Access – office open 9am-5pm; closed 12-1)

Phone: (415) 356-0405

TTY: (415) 356-0376

Address: 443 Tehama Street, SF, CA 94103-4111

Website: <http://www.bacainterp.com/>

3. Language People

Phone: 1-800-894-2345

Website: www.languagepeople.com

4. California Relay Service (CRS):

Call CRS operator at 711 or 1-800-735-2929. Available 24/7, 365 days a year, and is confidential.

When a TTY is not available in your office, you and a patient can communicate with one another using an operator. A person who is deaf, hard of hearing or deaf-blind, or speech-disabled uses an electronic machine such as a TTY or SMS to type his/her conversation to a CRS operator, who then reads the typed conversation to the person on the phone in your office. This service can also be used to call someone who uses a TTY.

5. Sorenson Video Relay Services (VRS):

Phone: 1-866-FAST-VRS or (1-866-327-8877)

Main site: www.sorensonvri.com

Video conferencing is commonly used by the signing deaf. Services such as VRS facilitate communication between signers and non-signers (office staff). The signer communicates with the interpreter via video camera, whereupon the interpreter relays the message to the non-signer via voice.

6. International Effectiveness Center (Authorized Vendor for City of SF)

369 Pine Street, S218, San Francisco, CA 94104

Voice: 415-788-4149

Website: <http://www.ie-center.com/>

7. Partners In Communication LLC (Authorized Vendor for City of SF)

2370 Market St., #277, San Francisco, CA 94114

Voice: 800-975-8150

VP: 415-252-0409

Website: <http://www.partnersincommunicationllc.com/>

Blind or Visually Impaired:

1. Light House for the Blind and Visually Impaired

Phone: (415) 431-1481

TTY: (415) 431-4572

Address: 214 Van Ness Avenue, San Francisco, CA 94102

Main site: www.lighthouse.sf.org

Services include social workers, rehab specialists who provide life skills training (e.g. magnification and lighting to enhance vision; negotiating steps, stairs and curbs; using public transportation; walking with a cane), access to video magnifiers and audio or Braille books, adaptive aids and volunteers who assist with weekly tasks.

Adaptive aids are available in person or online at www.adaptionsonline.org. Products include talking watches and clocks, magnifiers, video magnifiers, white canes, and more.

2. Vista Center for the Blind and Visually Impaired

Phone: provider to contact Dawn Wilcox, BSN, RN, Health Library Coordinator at (650) 858-0202 ext. 132 or via email: thl@vistacenter.org

The library is open M-F 9am-4:30pm

Vista Centers Health Library is affiliated with Stanford Health Library and staffed by volunteers. They take provider calls and research information needed about any health condition and provide information in alternative formats:

- Audiocassette
- CD
- Large print, and more

They have packets of information compiled on macular degeneration, cataracts, glaucoma, retinitis pigmentosa, etc.