



my accessible real-time trusted interpreter



- Live Video Medical Interpreting for LEP and Deaf/Hard of Hearing patients
- On-demand at the touch of a button 24/7
- Trained, qualified Medical Interpreters from Language Access Network (LAN)
- Nearly 60 languages available in live Video
- Over 200 languages available in Audio



# INTERPRETER SERVICES LANGUAGE ASSISTANCE SERVICES

If needed, interpreter services are available to patients and their families not fluent in English or to persons who have hearing or speech impairments. The services can be obtained by informing the admitting or registration staff, emergency department staff, or nursing staff of the need. The hospital maintains a language assistance service which include:

## FOREIGN LANGUAGE INTERPRETER SERVICES

Sonora Regional Medical Center will make every reasonable attempt to provide interpreter or language assistance services that will meet patients' or family members' needs. Complaints regarding interpreter service problems may be filed with the Risk Management Department in person or by calling 209-536-3385 or by writing to Sonora Regional Medical Center, Risk Management, 1000 Greenley Road, Sonora, California 95370. Complaints can also be filed with the State of California Department of Health Services by calling 916-229-3400. Hearing or speech impaired persons can file a complaint with the State of California Department of Health Services by using the TDD to call 916-735-2929.

*Sonora Regional  
Medical Center*

