

## Telephonic Interpreters

1. Dial Language Pacific Interpreters **1-866-425-0217**
2. The customer services associate (CSA) will prompt you for the following information:
  - Access code: 841502
  - Language Needed
  - Office Name
  - Member Name and Date of Birth
3. You will be placed on hold briefly, and connected to an interpreter in less than 30 seconds.

## Remember:

- To document your patient's language in the medical chart
- To document request/refusal of interpreter in the medical chart
- HPSM does not encourage the use of family members, friends or minors as interpreters.

## Sign Language Interpreters

HPSM provides sign language interpreters from Bay Area Communication Access (BACA) to HPSM members.

Contact HPSM's Member Services Department to schedule a sign language interpreter at **1-800-750-4776** at least 3 days in advance.

When making an appointment with BACA for an interpreter please provide the following:

- Member name
- Member ID number
- Information about the member's appointment

## Questions?

Call HPSM's Health Educator at **650-616-2170**.