

Interpreters Are Free. Always. For Everyone.

Public notice content for shared screens, in plain language, designed to be understood with the sound off

YOU WILL NEVER BE CHARGED FOR AN INTERPRETER

The cost is ours, not yours. You do not need to bring anyone, and you do not need to explain why you want one.

|                                         |                                                                           |                                                |                                                   |
|-----------------------------------------|---------------------------------------------------------------------------|------------------------------------------------|---------------------------------------------------|
| AUDIENCE<br>All patients and companions | LANGUAGES AVAILABLE<br>More than 200, including<br>American Sign Language | HOW TO REQUEST<br>Front desk, phone, or portal | CONTAINS PATIENT DATA<br>No — public content only |
|-----------------------------------------|---------------------------------------------------------------------------|------------------------------------------------|---------------------------------------------------|

WHAT IS AVAILABLE AT NO COST TO YOU

| SERVICE                                     | HOW IT WORKS                              | TYPICAL WAIT                        |
|---------------------------------------------|-------------------------------------------|-------------------------------------|
| Spoken-language interpreter by phone        | Available at any point during your visit  | Under 2 minutes                     |
| Spoken-language interpreter by video        | On a tablet brought into the room         | Under 5 minutes                     |
| In-person interpreter                       | Scheduled in advance for your appointment | Request when you book               |
| American Sign Language interpreter          | In person or by video                     | Request when you book for in-person |
| Written materials in your language          | Printed or sent to your portal            | Ask at the front desk               |
| Large print, high contrast, or audio format | Printed or sent to your portal            | Ask at the front desk               |
| Assistive listening device                  | Available at the front desk               | Immediate                           |

| WHY WE ASK YOU NOT TO USE A FAMILY MEMBER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | HOW TO ASK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <p>This is not a rule about trust. It is about accuracy and about you.</p> <ul style="list-style-type: none"><li>• A professional interpreter is trained in medical terminology. Everyday fluency is not the same skill.</li><li>• Family members often soften or omit frightening information to protect you.</li><li>• You may not want to discuss everything in front of a relative — and you should not have to choose.</li><li>• A professional interpreter is bound by confidentiality.</li><li>• Children should never interpret for a parent. The burden is significant and the accuracy is poor.</li><li>• If you still prefer a family member for part of the visit, tell us. We will document your choice and keep a professional interpreter available.</li></ul> | <ol style="list-style-type: none"><li>1. Tell the front desk your preferred language when you check in, or point to it on the language card at the desk.</li><li>2. Say it when you book the appointment so an in-person interpreter can be scheduled.</li><li>3. Set your language preference in the patient portal so it appears on every visit.</li><li>4. Ask at any point during the visit, even if you started without one.</li><li>5. Call 555-0299 before your visit if you want to arrange it in advance.</li></ol> <div><p><b>At any time:</b> If at any moment you do not understand what is being said, say so. You can stop the conversation and ask for an interpreter in the middle of a visit.</p></div> |

| WORKING WELL WITH AN INTERPRETER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <ul style="list-style-type: none"><li>• Speak to your clinician, not to the interpreter. Look at the person you are talking to.</li><li>• Speak in normal-length sentences and pause so everything can be conveyed.</li><li>• The interpreter will convey everything that is said, without adding or leaving anything out.</li><li>• If something is still unclear after interpretation, say so. It may be the explanation, not the language.</li><li>• Ask for written instructions in your language before you leave.</li></ul> |

**Note:** This is general public information about services offered. It contains no patient information and gives no medical advice.

FICTIONAL SPECIMEN. Cedar Point Community Health, the phone numbers, and the service details described here are invented for demonstration only. Language-access obligations vary by organization and jurisdiction. This is not legal, regulatory, or medical advice.