

Resource List of Communication Access Service Providers

Lists of vendors below are not all inclusive and do not imply endorsement, preference or an indication of quality.

1. [Over the Phone Interpretation Vendors](#)
2. [New Hampshire Referral/Interpretation Agencies](#)
3. [Freelance Interpreters](#)
4. [Video Remote Interpreting Vendors \(VRI\)](#)
5. [CART \(Communication Access Real-Time Captioning\)](#)
6. [Remote CART](#)
7. [Assistive Listening Devices Vendors](#)
8. [Translations](#)
9. [Other Helpful Odds & Ends](#)

For assistance strategizing about effective communication, cultural competence, and patient/family centered care contact:

Nathalie Ahyi
Health and Equity Partnership
Foundation for Healthy Communities
nahyi@healthynh.com, 603.415.4272

1. Over the Phone Interpretation Vendors*

- **Cyacom** 800-481-3289 www.cyacom.com
- **DT Interpreting** 866-237-0173
- **International Language Services** 773-525-8590 www.ilschicago.com
- **Language Line** 800-752-6096 www.language.com
- **Network Omni** 866-995-6664 www.networkomni.com
- **Spectracorp** 877-695-7945 www.spectracorp.com
- **Certified Language International** 800-225-5254 www.certifiedlanguages.com

**(List of vendors is not all inclusive, nor does it imply endorsement, preference or an indication of quality.)*

2. New Hampshire Referral/Interpretation Agencies*

- **Cross Cultural Communication Systems**
888-678-CCCS www.cccsorg.com (spoken language only)
- **Language Bank of Lutheran Social Services**
603-224-5473 www.thelanguagebank.org (ASL and spoken language)
- **Northeast Deaf and Hard of Hearing Services**
603-224-1850 ext 250 referral@ndhhs.org (ASL, Oral, deaf-blind, low-vision interpretation, CART Services) www.ndhhs.org
- **WORDS Foreign Language Translation and Interpretation Services, Inc.**
603-668-6804 words500usa@aol.com (ASL and spoken language)
- **NH Department of Education, 2015-2016 Directory of NH translators/Interpreters**
education.nh.gov/instruction (ASL and spoken language)

**(List of vendors is not all inclusive, nor does it imply endorsement, preference or an indication of quality.)*

3. Freelance Interpreters

- Cross Cultural Communication Services has a list of trained freelance interpreters they have trained through their training program 888-678-CCCS www.cccsorg.com.
- Southern New Hampshire Area Health Education Center has a list of trained freelance spoken language interpreters: 603-895-1514 or www.snhahcec.org/flmi.cfm.
- A list of licensed ASL and Certified Deaf Interpreters is available from the State of New Hampshire Department of Education:
www.education.nh.gov/career/vocational/deaf_hh.htm
- A list RID Certified ASL and Certified Deaf Interpreters is available from RID:
www.rid.org

4. Video Remote Interpreting Vendors (VRI)*

- **Birnbaum Interpreting**
301.587.8885 www.bisworld.com (ASL only)
 - **DT Interpreting (Deaf Talk)**
866-237-0173 (ASL and spoken language)
 - **International Language Services**
773-525-8590 www.ilschicago.com (ASL and spoken language)
 - **Language Access Network**
866 - 449-4428 www.lan.us (ASL and ~150 spoken languages)
 - **Language Line Services**
877- 886-3885 www.languageonline.com/video (ASL and spoken language)
 - **Nextalk Innovative Communication Software**
801-274-6001 www.nextalk.com (ASL, text relay service, and point-to-point video)
- *(List of vendors is not all inclusive, nor does it imply endorsement, preference or an indication of quality.)**

5. CART (Communication Access Real-Time Captioning)

- **New Hampshire CART Reporter Referral Agencies***
Northeast Deaf and Hard of Hearing Services 603-224-1850 ext 250 referral@ndhhs.org
- *(List of vendors is not all inclusive, nor does it imply endorsement, preference or an indication of quality.)**
- **Freelance** - A list of CART Reporters is available from the State of New Hampshire Department of Education:
www.education.nh.gov/career/vocational/documents/interp_guide.pdf

6. Remote CART*

- **Caption First, Inc.** 800-825-5234 www.captionfirst.com
(Spanish to English and vice versa)
- **HEAR Ink** 888-314-2811 www.hearink.com
- **Maine CART & Captioning Services** 207 242-9378 www.mainecartservice.com

*(List of vendors is not all inclusive, nor does it imply endorsement, preference or an indication of quality.)

7. Assistive Listening Devices Vendors*

- **Harris Communications** 800-825-6758 www.harriscomm.com
- **Hartling Communications, Inc.** 800-475-3183(Voice) or 800-672-9455
- **Hear-More** 800-881-4327 www.hearmore.com

*(List of vendors is not all inclusive, nor does it imply endorsement, preference or an indication of quality.)

8. Translations

To translate is to transfer the meaning of written text in one language into written text in a second language. Translation requires a unique skill set different from interpreting.

- Both Interpreter Referral Agencies and Telephonic Interpretation Agencies often have divisions that do translations.
- The American Translators Association has an on-line searchable directory of translators certified by their organization: <http://www.atanet.org/>

The International Medical Interpreters Association published a guide to medical translations that is intended to be a short primer on the topic.

<http://www.imiaweb.org/uploads/pages/438.pdf>.

Hablamos Juntos has also developed a toolkit to improve the quality of healthcare translations: <http://www.hablamosjuntos.org/mtw/default.toolkit.asp>.

9. Other Helpful Odds & Ends*

- Picture boards
 - news.nurse.com/apps/pbcs.dll/article?AID=/20071119/PA02/711190343 contact Mike Weston at westcots@aol.com or 305-331-2446. More info on the boards: tube-enterprises.com/page/1b7dk/Partner_Link_I/Servision.html. To get a closer view: www.ims4beds.com/servision-communication-picture-board
 - www.kwikpoint.com/consumer_translators/medical.html
- Patient Self-Advocacy Tools
 - Patient Initiator Cards - inexpensive disposable business size cards that patient can use to initiate contact with care staff regarding their basic needs or to ask for an interpreter. Good for Deaf as well as LEP (limited English proficient). www.pgsi.com/Products/Resources/OrderSupplies.aspx
 - www.opa.ca.gov/healthcare/health-plan/files/communication-asst.pdf
- Info & Tools for Serving Deaf or Hard of Hearing Patients in Healthcare Organizations
 - www.healthbridges.info/
 - www.nad.org/issues/technology/vri/advocacy-statement-medical-setting

*(List of vendors is not all inclusive, nor does it imply endorsement, preference or an indication of quality.)