A trip to the Fairview Emergency Department or a hospital stay can be a fraught episode for anyone. Injury or illness that require this level of care are very troubling events. And if you speak a different language than English, you may anticipate that the experience will be even more distressing.

Not so says Victor Lopez, originally from Guatemala, who now works as a dishwasher at a local nursing home. “Our family’s experience at Fairview is always very good and we feel well treated. People look you in the eye and are very responsible.”

When his providers at VIM referred him to Fairview Hospital for diagnostic services, Victor met Janina Sulca, a nationally certified interpreter at Fairview, who spoke his native language and provided translation services. “She is professional and has a huge heart,” Victor said through a translator. “She always goes above and beyond to make sure we understand and reminds us of what we must do.

At Fairview Hospital, translation services are available in three different ways. In Victor’s case, an on-site interpreter guided his conversation with caregivers. Patients also have access to telephonic interpreting with an off-site interpreter, as well as video remote interpreting using webcams and screens to provide spoken or sign language interpretation. These services are among the many ways that Fairview increases access to high-quality healthcare for everyone in South Berkshire.

Victor and many more who are not native English speakers are grateful. “This community respects us, our work, and our values,” he said. “We have incorporated ourselves into the life of the Berkshires.”