

# Support Services

## Interpretation services

MedStar Family Choice will provide oral interpretation services if you need them, including at the hospital.

**Interpretation and translation services and services for the hearing and visually impaired are FREE.**

Please call Member Services at 888-404-3549 to get interpretation services. Please call us before your doctor's appointment if you need interpretation services.

Interpreter services are usually provided over the telephone. If you need an interpreter to be with you at your doctor's appointment, you must let us know five days in advance, unless the appointment is urgent.

## Translation services

If you get information from MedStar Family Choice and need it translated into another language, please call Member Services at 888-404-3549.

## Services for the hearing and visually impaired

If you have trouble hearing, call Member Services using 711. If you have trouble seeing, call Member Services at 888-404-3549. We can give you information on an audio tape, in Braille or in large print.

## Health education programs

MedStar Family Choice wants you to learn about your health and how to stay well. We have many classes, support groups and events in your community. We offer classes on subjects such as prenatal care, baby care and many others. We encourage you to attend as many of these as you can. You can view our website for a listing or call Member Services at 888-404-3549.

All classes and events will be free of charge. Please bring your member identification card and photo ID with you when you attend.