**Vanderbilt Interpreter Services Overview**

For other **spoken foreign languages**, please utilize our telephonic interpretation providers or video interpretation (see below for information).

For **ASL interpreters** or other signed languages, please contact Bridges directly (see below for information).

If you dial the **VCH or VUH pager** for Spanish or Arabic and you do not receive a response within 10 minutes, please proceed with video or telephonic interpretation*.*

**VUMC Staff Interpreters available onsite in Arabic & Spanish**

**at the following locations:**

**VUH, VCH, VPH & OHO**

**How to access Vanderbilt Interpreter Services:**

**We offer limited, onsite Spanish interpretation after-hours; video and telephonic interpretation are available   
24 hrs. a day / 7 days a week, including holidays.**

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| **Main Office Number:** | **2-7378 (615-322-7378), option 1, ask for Jenna Spohn, Program Manager** |
| **Office Hours:** | **Monday-Friday 8:00am-4:30pm** |
| **American Sign Language (ASL):** | **615-248-8828 (Bridges)**  [info@bridgesfordeafandhh.org](mailto:info@bridgesfordeafandhh.org) |
| **VCH Pager (Spanish peds –**  **main campus inpatient only):** | **615-835-0507** |
| **VUH Pager (Spanish adult –**  **main campus inpatient only):** | **615-835-9798** |
| **VUH & VCH Pager (Arabic –**  **main campus inpatient only):** | **615-835-7676** |
| **Telephonic Interpretation:** | **1-866-874-3972** |
| **Language Line Client IDs:** | **(adult inpatient client ID-218443 / adult outpatient client ID-218469 /**  **peds client ID-218442)** |
| **Director Contact Information/ Feedback:** | [nadia.o.crank@vumc.org](mailto:nadia.o.crank@vumc.org)  **6-0837 (615-936-0837 direct line)** |
| **Interpreter Services website:** | <https://www.vanderbilthealth.com/information/interpreter-services-staff-information> |

**Main Campus Onsite/Pager Coverage**

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| --- | --- | --- |
| **Language** | **Coverage Days** | **Times** |
| Arabic | Monday – Friday | 8am-4:30pm |
| Spanish | Monday, Thursday | 7am-9:30pm |
| Spanish | Tuesday, Wednesday, Friday | 7am-4:30pm |
| Spanish | Saturday | 10am-6:30pm |
| Spanish | Sunday | 10am-6:30pm |

**OHO Onsite Coverage**

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| **Language** | **Coverage Days** | **Times** |
| Arabic | Monday – Friday | 8am-4:30pm |
| Spanish | Monday – Friday | 8am-4:30pm |

Call 2-7378 option 1 & ask for Jenna Spohn or email [jenna.spohn@vumc.org](mailto:jenna.spohn@vumc.org)

M-F 8-4:30 with onsite coverage questions or special scheduling requests.

**Vanderbilt Interpreter Services**

# General information

Vanderbilt Interpreter Services offers onsite interpreters in Spanish and Arabic. For all other languages, use video or telephonic interpretation.

* As soon as you are ready to see your patient, request the interpreter from your outpatient whiteboard by marking “Ready for Interpreter”. (Tipsheets are available if needed)
* Interpreters have 10 minutes to accept any request, after that please proceed with a video or phone interpreter. (Tipsheets are available if needed)
* For services for the deaf and hard of hearing, email Bridges directly at [info@bridgesfordeafandhh.org](mailto:info@bridgesfordeafandhh.org), or call 615-248-8828. Please make your request for an ASL interpreter at least 24 hours in advance. For last minute or urgent needs, please use a video interpreter.
* Do not use family members (especially children) to interpret for you, it is against VUMC policy and it is the patient’s legal right to have an interpreter provided for them.
* Bilingual providers & staff can take a fluency assessment if they would like to use their language skills in their role. This does not allow them to interpret for others. If you are interested in taking the assessment please call 2‐7378, option 1 (615-322-7378) or email Jenna Spohn ([jenna.spohn@vumc.org](mailto:jenna.spohn@vumc.org)) for more information.

# Useful tips

* Face the patient/family rather than the interpreter and direct your questions to the patient/family (for example, say: “When did you notice the rash?” instead of “Ask mom when she noticed the rash”).
* Speak at an even pace in relatively short segments, with appropriate pauses to allow for interpretation.
* Use simple language avoiding medical jargon, slang, idiomatic expressions (especially sports idioms such as “right off the bat,” “slam dunk,” etc.), changing your idea in the middle of a sentence, and asking multiple questions at one time.
* Expect the interpreter to interpret everything said.
* Expect the interpreter to possibly intervene for clarification. It is very helpful to confirm understanding by asking the patient/family to repeat key information back to you, using the “teach back” method.
* Interpreters will occasionally share relevant cultural information for better understanding.

**For any questions or feedback, please contact Interpreter Services office (2-7378, option 1) or email Nadia Crank (nadia.o.crank@vumc.org), Interpreter Services Department Director.**