Vanderbilt Interpreter Services Overview

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.

Main Office Number: 2-7378 (615-322-7378) Option 1, ask for Jenna Spohn, AA
Office Hours: Monday-Friday 8:00am-4:30pm
American Sign Language (ASL): 615-248-8828 (Bridges) amy@bridgesfordeafandhh.org
VCH Pager (Spanish peds – main campus only): 615-835-0507
VUH Pager (Spanish adult – main campus only): 615-835-9798
VUH & VCH Pager (Arabic – main campus only): 615-835-7676
Telephonic Interpretation: 2-7378, option 2 (you will need your LL client ID available) 615-322-7378 if dialing from mobile phone/Lync/Skype
Language Line Client IDs: (adult inpatient client ID-218443 / adult outpatient client ID 218469 / peds client ID-218442)
Director Contact Information / Feedback on telephonic interpretation: hope.collins@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

<table>
<thead>
<tr>
<th>Language</th>
<th>Coverage Days</th>
<th>Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arabic</td>
<td>Monday – Friday</td>
<td>8am-4:30pm</td>
</tr>
<tr>
<td>Spanish</td>
<td>Monday, Thursday</td>
<td>7am-9:30pm</td>
</tr>
<tr>
<td>Spanish</td>
<td>Tuesday, Wednesday, Friday</td>
<td>7am-4:30pm</td>
</tr>
<tr>
<td>Spanish</td>
<td>Saturday</td>
<td>10am-6:30pm</td>
</tr>
<tr>
<td>Spanish</td>
<td>Sunday</td>
<td>10am-6:30pm</td>
</tr>
</tbody>
</table>

OHO Onsite/Pager Coverage

<table>
<thead>
<tr>
<th>Language</th>
<th>Coverage Days</th>
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</tr>
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<tbody>
<tr>
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</tr>
<tr>
<td>Spanish</td>
<td>Monday – Friday</td>
<td>8am-4:30pm</td>
</tr>
</tbody>
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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.

Call 2-7378 option 1 & ask for Jenna Spohn or email jenna.spohn@vumc.org
M-F 8-4:30 with onsite coverage questions or special scheduling requests.