



Vanderbilt Eye Institute

THE VANDERBILT EYE INSTITUTE INTERPRETERS FOR PATIENTS & FAMILIES

To obtain an interpreter for the Hearing Impaired:

- Call the League for the Hearing Impaired:
- 8:00am to 5:00pm: (615) 248-8828
- Emergency 24-hour #: (615) 244-0979

- The League provides interpreters 24 hours a day. They will communicate with the patients/families and coordinate VMG appointments.

- The Vanderbilt Office of Patient Affairs (6-2154) pays the League for these interpretive services (the League invoices Patient Affairs directly)

To obtain language interpreters for patients/families who do not speak/understand English:

- Call the Vanderbilt Office of Patient Affairs. Preferably giving 24-hour notice, when an interpreter is needed. Patient Affairs maintains a list of volunteer interpreters.

- If an interpreter is not available through Patient Affairs, use the:
 - AT&T Language Line service: (1-800-643-2255)
 - Give AT&T our Client ID: (218012)
 - our Organization: (TVC or VUH)
 - and the Personal Code: (the patient's name)

- You may obtain the instruction with the above information, a language listing and detailed instructions from Guin Johnson in the VMG Administration office, 3812B TVC (3-5013)