

Medical Interpreting Services Details

Languages available in-house:

American Sign Language, Cantonese, Dari, Farsi, Hindi, Hmong, Korean, Mandarin, Mien, Pashto, Portuguese, Punjabi, Russian, Spanish, Ukrainian, Urdu, Vietnamese

All other languages are available through contracted vendors

Current Operation Details

Video and Telephone Service:

- Please use iPads on wheels or UCDH-issued iPads for video language support needs.
- For telephone support, please dial 916-734-2321 from any telephone. Blue phones with dual handsets are available by request.
- For video / telephone appointments longer than one hour, please enter a request into EPIC or email hs-MISdispatch@ucdavis.edu



Zoom and MyChart (Extended Care):

- For **Zoom requests**, please email HS-MISdispatch@ucdavis.edu with as much notice time as possible.
- For **ExtendedCare video visits**, provider can bring in interpreter during the visit by clicking on the three dots. Please see instructions via QR code above.

In-Person Requests:

- **Spanish language** interpreter is available at the Main Hospital 7 days/week from 7a.m. to 8p.m. by calling **Vocera line 916-734-0775** and asking for “**Spanish Interpreter**”.
- To place a request in EPIC for an in-person interpreter during business hours Monday-Friday, please follow instructions via QR code above.
- **American Sign Language requests** can be placed in EPIC; you can check on the status with the ASL scheduling coordinator at 916-736-5190. Please provide as much notice time as possible.

For emergency requests, please call 916-734-2321.

In-Person Requests after Business Hours, on Weekends and Holidays:

- **Spanish language** interpreter is available at the Main Hospital 7 days/week from 7a.m. to 8p.m. by calling the **Vocera line 916-734-0775** and asking for “**Spanish Interpreter**”
- **American Sign Language** after hours vendor service can provide in-person interpreters. Please refer to the on-call schedule <https://oncall.ucdmc.ucdavis.edu/ocs/jsp/index.jsp> or call Hospital Operators by dialing 0 from any UC Davis Health telephone.
- For all other languages after hours, please use the iPad on wheels for video interpreting or call Hospital Operators 4-2011 for over the phone interpreter assistance.
- If a language is not available through the telephone vendor after hours, please inform Hospital Operators to try the **back-up vendor** (three vendors are available).
- To **escalate an issue**, please page the supervisor (pager 916-816-5744) or manager on-call (pager 916-816-3251).

UC Davis Health Policy on Medical Interpreting Services (P&P 2881):

http://intranet.ucdmc.ucdavis.edu/policies/hospital_policies_and_procedures/patients_general/2881.shtml



Language Services Contact Information

- **Dispatch / Main Line:**
916-734-2321
hs-MISdispatch@ucdavis.edu
- **ASL Scheduling:**
916-734-2321
- **Written Translations:**
916-736-5191
hs-MIStranslation@ucdavis.edu
- **On-call Supervisor:**
Pager 916-816-5744
- **On-call Manager:**
Pager 916-816-3251
- **Website:**
<https://health.ucdavis.edu/interpreting-services/>