Languages available in-house:

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

All other languages are available over the phone, and cannot be requested through EPIC; they need to be called in to the MIS dispatch lines at 734-2321 or 734-5380.

* Please provide as much notice time as possible *

Pre-Op and Other Early Needs:

- a Spanish interpreter is available at 6:30AM on Vocera as "Spanish Interpreter";
- For all other languages – please pre-schedule in advance by calling 4-2321 or reach out to Hospital Operators for over the phone interpreter for last-minute needs.

In-Person or Video Requests During Business Hours:

- a Spanish language interpreter is available at the Main Hospital 7 days / week from 8AM to 7PM by calling the Vocera line 734-0775 and asking for the "Spanish Interpreter".
- American Sign Language requests can be scheduled in EPIC; you can check on status with the ASL scheduling coordinator at 734-6104.
  * Please provide as much notice time as possible *
- Video service is available during business hours only – all video calls are serviced by MIS staff.

To request an interpreter during business hours Monday-Friday, please follow the instructions at:
http://intranet.ucdmc.ucdavis.edu/interpreting_services/PDFs/Request_a_Medical_Interpreter_EMER.pdf

- For emergency requests, please call one of the two MIS dispatch lines 734-2321 or 734-5380, and place your request verbally.

For appointments 90+ minutes in length, please enter your request into EPIC AND call 734-2321 to alert MIS dispatch.

In-Person Requests after Hours, on Week-ends and Holidays:

- a Spanish language interpreter is available at the Main Hospital 7 days / week from 8AM to 7PM by calling the Vocera line 734-0775 and asking for the "Spanish Interpreter";
- ASL, Spanish, Russian, Cantonese/Mandarin, Vietnamese interpreters are on-call during the hours of 5-10PM Monday-Friday. All of the above languages, plus Hmong are on-call during week-ends and holidays. Please refer to the on-call schedule:
  https://oncall.ucdmc.ucdavis.edu/ocs/jsp/index.jsp
- You can also reach the on-call medical interpreting staff, including American Sign Language interpreters, by dialing "0" for the Hospital Operator from any internal telephone;
- For all other languages or between the hours of 10PM and 8AM, please call the Hospital Operator for over the phone interpreter assistance.

UCDHS Policy on Medical Interpreting Services (P&P 2881):
http://intranet.ucdmc.ucdavis.edu/policies/hospital_policies_and_procedures/patients_general/2881.shtml