|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **VENDOR** | **CONTACT INFORAMTION** | **TYPE OF INTERPRETIATION** | **SERVICE HOURS** | **HOW TO REQUEST** |
| Dynamic Language | Gina/Gary/Julia  [dynlanguage@gmail.com](mailto:dynlanguage@gmail.com)  856-733-0554 | 24/7Live on-site language interpreter  (only to be used if VRI is not an option) | 24/7 | * E-mail vendor directly and cc Ingrid Mcgovern Mon-Fri 8am-5pm * After hours/on weekends call vendor directly and email Ingrid McGovern * Request should be made 72 hours in advance to ensure interpreter is available and to avoid higher rates |
| Communication Connection | Amanda/Leshia  (Mon-Fri 8am – 5pm)  [Amanda@tccrs.com](mailto:Amanda@tccrs.com)  610-272-4948  On-call (after hrs./weekends)  610-316-8560 | Live on-site hearing impaired interpreter  (to be used if VRI is not an option for ASL) | 24/7 | * E-mail vendor directly and cc Ingrid Mcgovern Mon-Fri 8am-5pm * After hours/on weekends call vendor directly and email Ingrid McGovern * Request should be made 72 hours in advance to ensure interpreter is available and to avoid higher rates |
| Cyracom | For issues with Blue Phones Mon-Fri (8am-5pm) 4602 and afterhours/weekends 800-481-3293 | Over the telephone language interpreter  -180 language/85 dialects  (preferred option for all language interpretation) | 24/7 | * Use blue Cyracom phones throughout hospital * Contact Rebecca Sandhu at x4062 for additional phones or if experiencing any issues with phones. |
| InDemand | Call 1-877-342-1523  24 hour support | Video remote interpreters for languages and hearing impaired.  (preferred live interpreter service) | 24/7 | * Devices available in ER, CUC, and two are in the Nursing Supervisor office for the hospital and practice plan usage. |