



## PROCESS TO REQUEST ECCOE INTERPRETING SERVICES FOR DEAF AND DEAF-BLIND PATIENTS

**NOTE: ECCOE Interpreting Services is a separate entity from Shared Health Language Access**

### **MONDAY – FRIDAY (8:30am-4:00pm):**

1. To Reach the Scheduling Coordinator:
  - Phone: **204.926.3271**
  - Email: [booking@eccoe.ca](mailto:booking@eccoe.ca)
2. Provide the following information on the confidential voicemail or email:
  - Date
  - Start and end time
  - Contact name and phone number of the person requesting the booking
  - Location (e.g. Grace Hospital)
  - Where in hospital the interpreter should meet the medical team and the Deaf or Deaf-Blind patient
  - Doctor's name and type of doctor
  - Type of booking (e.g. surgery, emergency, urgent, specialist appointment); and,
  - Name of Deaf or Deaf-Blind patient.

### **WEEKDAY EVENINGS (After 4:00pm), WEEKENDS and STATUTORY HOLIDAYS PROCESS:**

1. Call: 204.475.6332 to connect with the emergency after-hour service. The operator will contact the on-call interpreter.

#### **PLEASE NOTE:**

- **ADVANCE BOOKINGS:** When possible, please provide a minimum of one week in advance for a booking to ensure availability of interpreters.
- **CANCELLATIONS:** If having to cancel a booking request at any time, please call/email the Scheduling Coordinator.