Walter Reed National Military Medical Center

Interpreter and Translation Services

Quick Reference Guide

Interpreter and translation services are available 24/7, but some requests require advance notice. See below for details.

Foreign Language Interpreter (verbal)

Remote Service (preferred method)

- Call (718) 838-9317 using a speaker phone or other technology that allows both parties, patient and provider, to speak to and hear the interpreter.
- When prompted, enter the WRNMMC ID: 1235058
- Tell the operator which language you need, and an interpreter will be placed on the line.

In-Person Service (3-5 days advance notice required)

On the rare occasion when remote service will not meet your patient's needs, a foreign language interpreter can be requested to come in person.

- Go to www.signlanguageusa.com
- At the top of the page, click "Customer Options (Request Service or Pay Invoice)"
- Click "Request a Foreign Language Interpreter"
- Fill out the form, and click "Submit"

For emergency situations (less than 3 days notice), call 703-628-5472.

To cancel or provide more information about an in-person foreign language request, email: fljobrequests@signlanguageusa.com

Foreign Language Translation (written)

- Go to www.signlanguageusa.com
- At the top of the page, click "Customer Options (Request Service or Pay Invoice)"
- Click "Submit Document for Translation"
- Fill out the form, and click "Submit"

American Sign Language (ASL) (in-person)

3-5 days advanced notice is required. Emergency requests will be processed as soon as possible, but because the interpreter has to travel, some lead time is necessary.

- Go to www.signlanguageusa.com
- At the top of the page, click "Customer Options (Request Service or Pay Invoice)"
- Click "Request a Sign Language Interpreter"
- Fill out the form, and click "Submit"

For emergency situations (less than 3 days notice), call 703-628-5472.

To cancel or provide more information about an ASL request, email: asljobrequests@signlanguageusa.com

Braille

Contact Patient Administration at (301) 295-2126 to request document translation.

If you require assistance, or have questions about how to access interpereter or translation services, please contact Patient Administration at: (301) 295-2126

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