HOW TO REQUEST AN INTERPRETER
On-Site and Video Remote Interpreting (VRI)

There are a number of ways an interpreter request can be made.

1. Leave a message on the League’s voice mail: 260-441-0551 ext 128 V/TTY.
2. Email the DeafLink Interpreter Coordinator: deaflink@the-league.org
3. Fax a request: 260-441-7760 Attn: DeafLink Interpreter Coordinator
4. For less than 24hr requests, please call the Interpreter Coordinator: 260-441-0551 V/TTY
   (after hour non-emergency please call the DeafLink mobile phone: 260-348-3233 V)
5. After hour emergency requests can be made using the League pager number: 260-481-8153.
   (Be sure to enter the call-back number followed by the # sign.)

It is recommended that requests be made as far in advance of the appointment date as possible in order to allow sufficient time to schedule an interpreter. Requests received with less than a 3-day notice are usually difficult to fill.

Once the interpreter request is received, a confirmation/authorization will be faxed to you. Please verify the day, time, and location of the request as well as the billing information. Assuming all is correct, please sign and fax back to the League at 260-441-7760. The document will serve as your written confirmation of the request.

EMERGENCY requests will be filled if at all possible, and as expediently as possible. If you need to make an emergency request outside of normal business hours (Mon. - Thurs., 8:00 am to 5:00 pm, Fri. 8:00 am to 3:00 pm), you may call our pager number at 260-481-8153. (Be sure to enter the call-back number.).

The League will fill emergency requests for interpreters in as timely a manner as possible. The 3-day notice does not apply to any emergency situation.

Please provide the League with the following information:

1. Name of the client and the contact person
2. Time, date, and address of the assignment
3. Person or business to be billed
4. Any pertinent authorization numbers
5. Interpreting situation (staff meeting, company presentation, doctor appointment, etc.)
6. Fax number for confirmation/authorization to be sent.
7. If applicable, video remote interpreting (VRI), provide username

If a VRI interpreter is requested, you will be provided with VRI contact information.

If the League is having difficulty filling your request, we will contact you at least twenty-four (24) hours prior to the time of the appointment.