



Hospital Profile

Based at East Melbourne, the Royal Victorian Eye and Ear Hospital (RVEEH), primarily an ambulatory and elective surgery centre, is one of Victoria's largest hospitals in terms of patient appointments. It undertakes half of the State's public general eye surgery, up to 90% of special eye surgery, and almost all of Victoria's public cochlear implant surgery.

Annually, the Hospital provides over 220,000 occasions of service to patients ranging from medical and allied health outpatient clinics, to emergency and inpatient admissions.

Since its beginnings in 1863, when the Hospital was an infirmary treating diseases of the eye and ear amongst Melbourne's poor, the Hospital has grown in size and reputation. As a world leader in eye, ear, nose and throat services, the Hospital is now at the cutting edge of research and teaching.

The Hospital also operates three off-campus services: at Yarra Rangers Health in Lilydale (previously located at Maroondah Hospital in Ringwood); at Broadmeadows Health Service – a division of Northern Health; and a paediatric hearing clinic at Taralye.

***NEW PROCEDURE* for Interpreters working at the Royal Victorian Eye & Ear Hospital**

❖ All Graduates' Interpreters are to go directly to the relevant floor/clinic to report, unless advised otherwise.

❖ Interpreters are NOT to approach the Interpreters' office, unless advised otherwise.

ALL THE SLIPS ARE TO BE SIGNED AND LEFT UPSTAIRS AT THE CLINIC/WARD

❖ For Out-Patient bookings please stay with the patient until the next booking is made at the appointment desk.

❖ If you are kept waiting for longer than 30 minutes please call All Graduates. Please be aware that we expect you to be available for the whole duration of the booking if required.

❖ Interpreters must not stay over 90 minutes or booked time, as unauthorised extensions of time will not be paid.

- ❖ If the professional requires the interpreter to stay longer, prior approval must be given by ringing All Graduates, NOT the Interpreter department at the hospital.
 - ❖ Interpreters must wear their All Graduates ID badge visibly; otherwise their services will be refused.
 - ❖ Any interpreter that does not have correct details must contact All Graduates NOT the Royal Victorian Eye and Ear Hospital Interpreters office (any discrepancies must be checked with All Graduates).
 - ❖ Please do not ask for copies of the Hospital's mainframe lists as the Royal Victorian Eye and Ear Hospital will not issue them to any Interpreter.
 - ❖ Only when the Royal Victorian Eye and Ear Hospital indicates in the booking information; "REPORT TO INTERPRETERS OFFICE" is the Interpreter allowed to come to the office in the Peter Howson Wing, Ground Floor. Any queries should be made with All Graduates.
 - ❖ Please do not:
 - access 'Staff Only' areas, such as the Interpreters Office,
 - handle patient files,
 - move histories in the doctors boxes,
 - push patients ahead of the queue without the clinician's authorisation,
 - be rude and abrupt with any staff in particular the clerks and security officers
 - ❖ The above has been occurring frequently and has resulted in further delays and disruption to the operational flow of the clinic. Please remain in the waiting area with the patient, and do not to approach the back of the clinics, especially unsupervised or uninvited.
 - ❖ All of the above practices do result in patient care being affected and compromised.
-

Overtime

- ❖ ALL interpreters coming to East Melbourne Campus or **any of the off-campus services** are to gain approval for any overtime beyond their booked time, regardless of duration (90, 120, 180, FULL DAY).
- ❖ The ONLY way to obtain approval is by ringing All Graduates office ***personally*** and speaking to one of their staff (NOT by ringing our department or asking other staff at the Royal Victorian Eye and Ear Hospital to do it on their behalf). Interpreter Department will NOT accept any calls relating to such matters.

- ❖ Interpreters should call at **least 15 minutes** before the finishing time, NOT after that. Permission will be given only for up to 30 minutes overtime. Any calls after the booking is finished will not be accepted.

All unauthorised over time will not be paid.

Access and car parking

- ❖ The Royal Victorian Eye and Ear Hospital does not provide parking facilities at the East Melbourne campus. There are a number of public car parks in the vicinity of the hospital. Parking is difficult to find around the hospital and this needs to be taken into account in order to be punctual for the appointment. The whole area is well serviced with public transport of every kind.
- ❖ **Parking/transport issues are NOT valid reasons for interpreters to be running late, in such cases the start time will be adjusted.**

Some things that interpreters need to watch out for:

- ❖ Please keep mobile telephones switched off during appointments.
- ❖ Interpreters are required to observe the code of ethics at all times.

This information is provided by:
Djordje Bratic, Manager, Interpreter Services
Royal Victorian Eye & Ear Hospital

Last updated: 2 April 2009