



## All Graduates' Interpreter Information What interpreters need to know about interpreting at St. George's Hospital

### Introduction

1. Access and car parking
2. The Interpreter Service at St. Vincent's Hospital.
3. Some things that interpreters need to watch out for

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### Introduction

St. Vincent's Hospital is located on 41 Victoria Parade, Fitzroy. Within the hospital complex there are three main buildings where patients are located and access to these buildings is as follows:

- The In-patients Services Building is located in on Princes Street and entrance is from Princes Street.
- Outpatients is located in Daly wing and until further notice due to construction works the entrance is from Nicholson Street, (Bolte Wing) take lift to Level 3 and come across the walkway following orange dots.
- Physiotherapy, O/T, Speech Pathology and the Rehabilitation ward are located in Bolte Wing entrance from Nicholson Street.

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### 1. Access and car parking

There are no free car parking facilities within the hospital but there are private car parks underneath the main In-patient building and next to St. Vincent's Private hospital on Fitzroy Street, these are usually full after mid morning.

There is also a car park under the new museum on Nicholson Street and there are usually always spaces available.

There are a number of two-hour parking meters around Nicholson street and Gertrude street, but allow yourself plenty of time as it gets very busy and it can be difficult to find parking. The whole area is well serviced with public transport of every kind.

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## 2. Interpreters arriving at the hospital

There is a designated seating area for all agency interpreters behind the Red clinic waiting area

There is now also a whiteboard where they are required to write:

- \* The name of the Clinic
- \* UR number of patient(s)
- \* language
- \* time in (when called in to the doctor's room)
- \* time out

There is also a section where the interpreter can make comments  
For example, patient seen without interpreter; patient did not attend

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## 3. The Interpreter Service at St. Vincent's Hospital

St. Vincent's has an in-house interpreter service for the most requested languages in the area.

The office is located on the ground floor of the Daly Wing, please feel welcome to come and say hello if you can find us.

A few helpful hints:

- Interpreters coming for out-patient clinics need to report to the appointment desk on the first floor of the Daly Wing and then will be directed to the location of the clinic.
- For in-patients go directly to the floor the patient is in.
- For out- patients please stay with the patient until the next booking for an interpreter is made at the appointment desk.
- If you are kept waiting for longer than 30 minutes please ask the staff to contact the Chief Interpreter. But please be aware that we expect you to be available for the 90 minute duration of the booking if required.
- If you are asked to stay for longer than 90 minutes and you are able to, you must speak to the Chief Interpreter first.
- The attendance slip may be signed by the professional attending the interview and left with the clerks at the appointment desk or left with the professional on the ward.

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## 4. Some things that interpreters need to watch out for

- Please switch telephones off.
  - You are required to observe the code of ethics at all times and behave in a manner which upholds the profession.
  - If any problems arise please do not argue with medical or nursing staff, have the Chief Interpreter paged.
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This information is provided by:  
Interpreter Services  
St Vincent's Hospital  
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