

**What do you do if the hospital refuses an interpreter or you believe a live interpreter is needed?**

1. The most important thing to do is to complain to the doctor, nurse, or other hospital staff that can provide an interpreter.
2. If the VRI is working, use the VRI interpreter to explain to the doctor or nurse why the VRI is not effective for the treatment or service. It is not enough to just say that you do not like VRI.
3. If no interpreter is provided, constantly complain to every doctor, nurse, and supervisor, and have your friends and family complain.