

**The U.S. Naval Hospital Rota  
Translations Office  
Here to Assist!**

The Translations Office will contact you within five (5) business days (for routine referrals) to discuss your referral and assist in making an appointment for you as needed.

The Translations Office can provide:

- Assistance with TRICARE payment authorizations
- Translating your referral into Spanish
- Assistance making your appointment
- Information on the host nation medical facilities
- Translations services during your appointment (if needed)
- Assistance with finding your appointment location
- Maps, GPS, and Cell Phones (if needed)
- Preparation of the necessary documentation that you will take to the host nation medical facility
- Translations of the results into English
- Loading results into your electronic medical record
- Letting your provider know your results are ready to be reviewed



Please let us know how we did.  
<https://ice.disa.mil>

**If you have any  
questions or concerns,  
we look forward to  
helping you.**



**U.S. NAVAL HOSPITAL ROTA, SPAIN**

**TRANSLATIONS DEPARTMENT**  
PSC 819 BOX 18  
FPO AE 09645

Phone: 956-82-3527 <-- From off Base  
Phone: 727-3527 <--From on Base  
Fax: 727-3529  
E-mail: [NHRotaOficinadeTraducciones@med.navy.mil](mailto:NHRotaOficinadeTraducciones@med.navy.mil)  
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**U.S. NAVAL HOSPITAL ROTA, SPAIN**  
APPOINTMENTS AT  
LOCAL MEDICAL FACILITIES

**So...  
You've been referred  
to a civilian medical  
facility...Now what?**



**We're here to  
assist!**

Tel: 956-82-3527 ◀ From off base  
Tel: 727-3527 ◀ From on base

## Process Information

You have been referred outside the U.S. Naval Hospital for further diagnostic testing and/or medical treatment. At this point there are a few issues that will help the process go smoothly:

### We'll Call You



The Translations Office will contact you within five (5) business days (for routine referrals) to discuss your referral and assist in making an appointment for you as needed.

(Make sure to give your referring provider good contact info!)

The Translations Office can provide:

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### We're Here to Assist:

The Translations Office will schedule your appointment for you and will contact you within 5 business days from the date your provider entered your referral for care. If you have not received a call from us after 5 days, please call our office at 727-3527 between 0730 and 1630.

If you do not need an interpreter, the Translations Office will provide you with all the necessary paperwork, plus a map and directions to the clinic. A GPS is also available for this purpose. If a medical report is given to you at the local medical facility, please bring it back to the Translations Office.

The Translations Office will provide interpreting services for active duty and family members of active duty when the provider at the host-nation facility does not speak English, or if you do not speak Spanish (**for retirees and civilians we are always available by phone for medical interpretation assistance**). In such cases, you can meet the translator at the local facility or ride along with the translator by meeting at the Naval Hospital.

For patients younger than 18 years of age, generally only one of the parents is allowed to accompany patient due to space limitations in our vehicles, (exceptions can be made, just let us know). For adult patients, no relatives are allowed to accompany unless, due the nature of the procedure/test, the presence of the spouse is recommended (e.g. maternal fetal consults for pregnancies).

We ask that you do not bring your children along for your appointment.

Please remember to bring your Spanish ID card (or your orders) to get off and on base, and always wear civilian clothes.

### Important Information about your Appointment

The process of scheduling an appointment at a local host-nation medical facility is sometimes difficult and time-consuming. Some diagnostic tests require ordering very specific medical material exclusively for the day of your appointment and/or require the presence of a specific medical specialist for your procedure.

Missed appointments waste valuable professional services, and deprive others of care. .

If you need to cancel your appointment, a 24 hour notice is requested in order for us to notify the local facility. For sleep studies, a 48 hour notice is required.

### For MRI's

If you have been referred for an MRI and you need interpretation assistance, the Translations Office will assist. Usually, we set up groups of patients going to the same local medical facility for the same specialty. A government vehicle is used to get to the clinic. Please be advised that you will have to wait until the last patient is done before returning to base (bring a book or something to read). If you don't wish to wait for a group to be set up, and you are willing to go on your own, just let us know. We'll schedule your appointment, provide maps and directions and a GPS if needed. We can also provide you by-phone interpretation if needed!

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