



Improving Access to Quality Medical Care Webinar Series

Presented by

Southwest Telehealth Resource Center
and the Arizona Telemedicine Program

Welcome

SWTRC region - AZ, UT, CO, NM & NV

Fellow HRSA Telehealth Resource Centers

All other participants from the US & abroad



The **Arizona Telemedicine Program**, the **Southwest Telehealth Resource Center & Indemand Interpreting** welcomes you to this free webinar on the implementation & practice of telemedicine. The practice & delivery of healthcare is changing, with an emphasis on **improving quality, safety, efficiency, & access to care.**

Telemedicine can help you achieve these goals!

Webinar Tips & Notes

- Mute your phone &/or computer microphone
- Time is reserved at the end for Q&A, please use the Chat function to ask questions
- Please fill out the post-webinar survey
- Webinar is being recorded
- Recordings will be posted on the SWTRC website

<http://www.southwesttrc.org>





Brian Douglas

InDemand Interpreting

“Video Interpreting for
Telehealth....How to service
Limited English Patients and the
deaf population in virtual
consultations”

Video Interpreting Options for Telehealth

Southwest Telehealth Resource Center/Arizona Telemedicine Program

PRESENTED BY:

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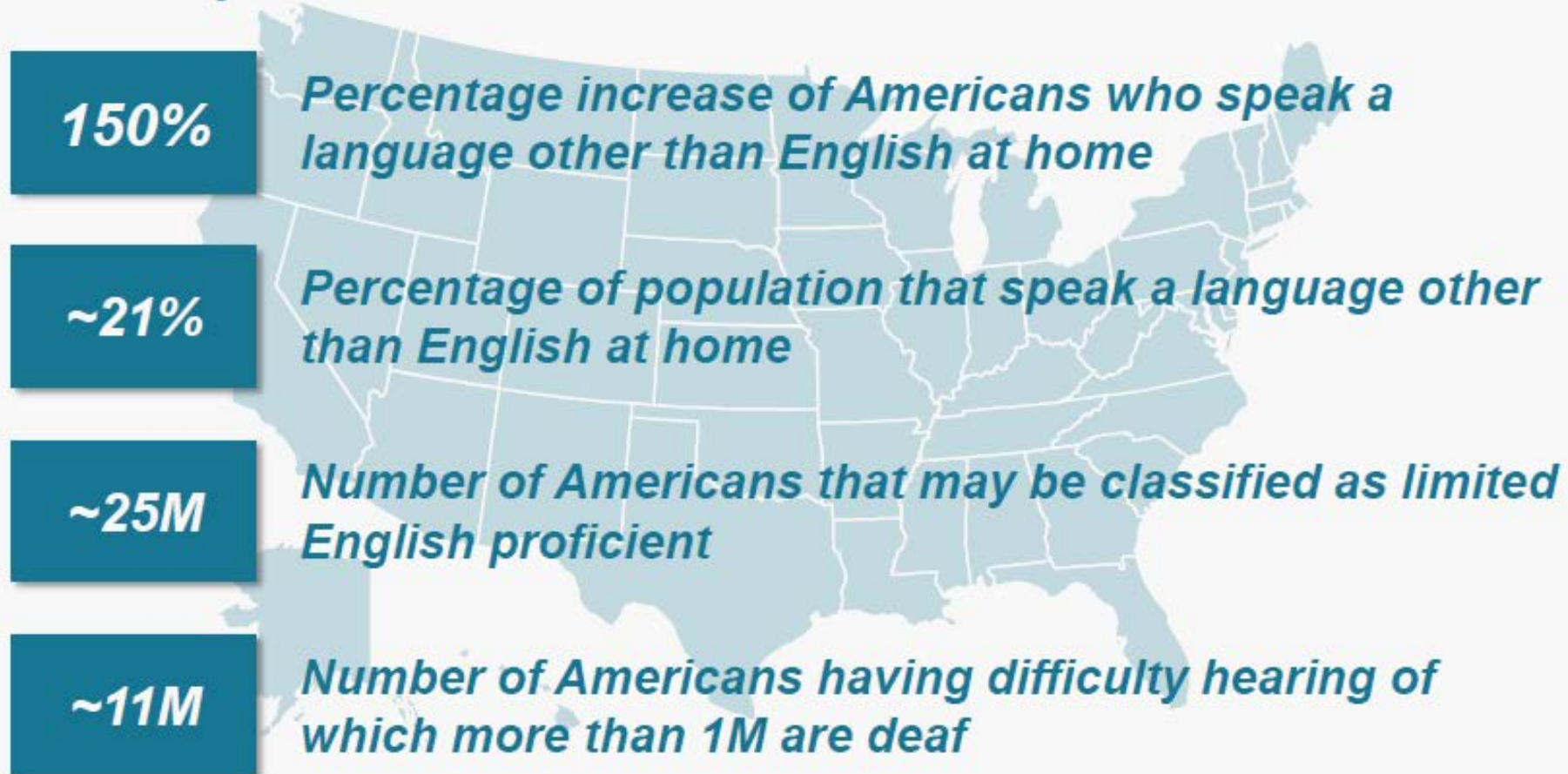




Our Vision

Every patient, in any medical setting, should receive the highest quality healthcare, regardless of language, cultural background or disability.

The percentage of Americans that do not speak English at home or are Deaf or Hard of Hearing is growing dramatically, posing new challenges for the Healthcare system:



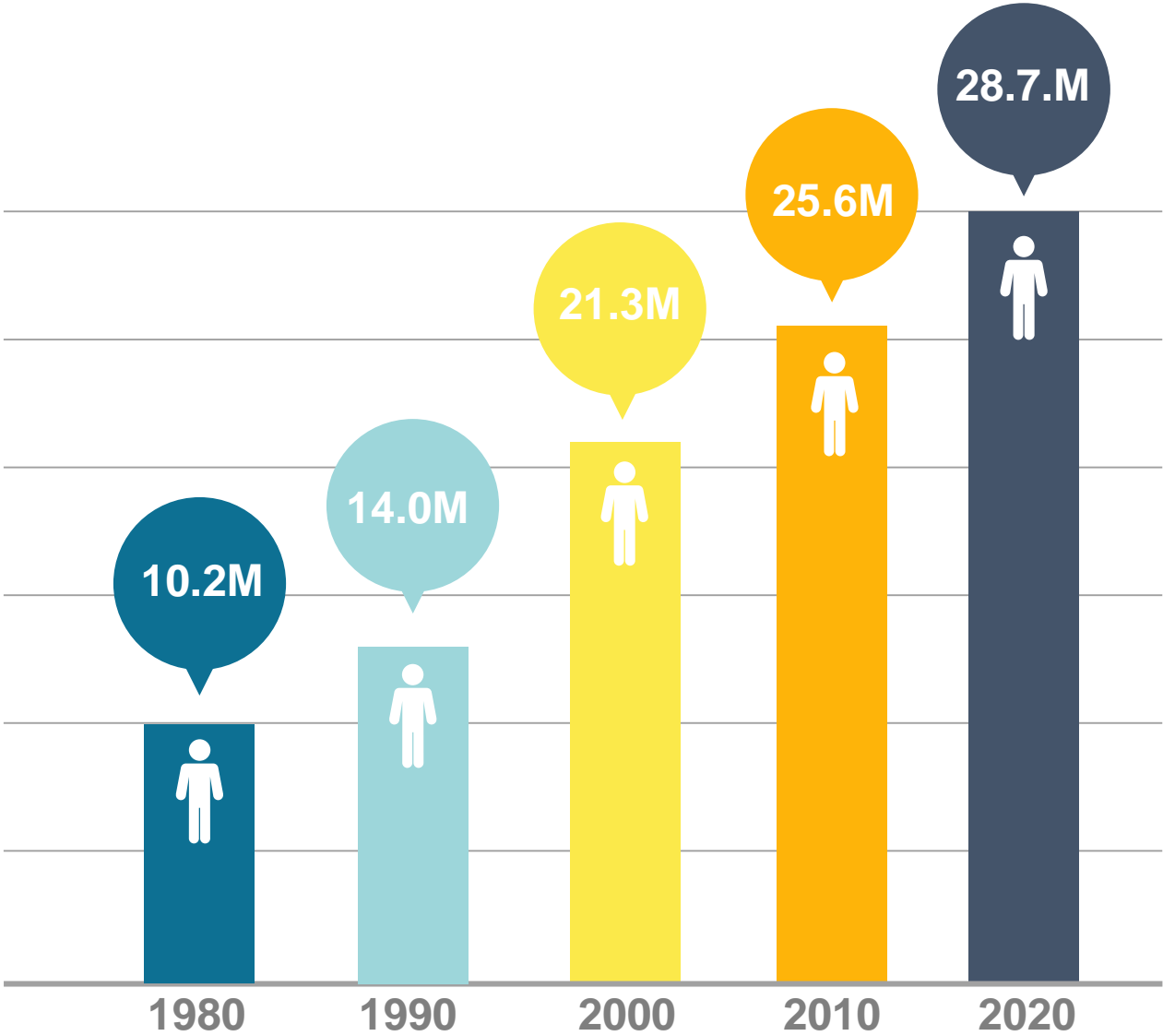
The Law of Language Access

Federal language access statutes: Title VI of the Civil Rights Act of 1964, the ADA.

- **NEW: Section 1557 ACA anti-discrimination requirements**
- **All 50 states have language access laws**
- **Case law decisions - Language-Based Discrimination = National Origin Discrimination. See: Lau v. Nichols, 414 U.S. 563, (U.S. 1974)**
- **Other (Non-Legal But Influential): DHHS CLAS Standards, Joint Commission Cultural Competence Standards**



LEP Population Growth

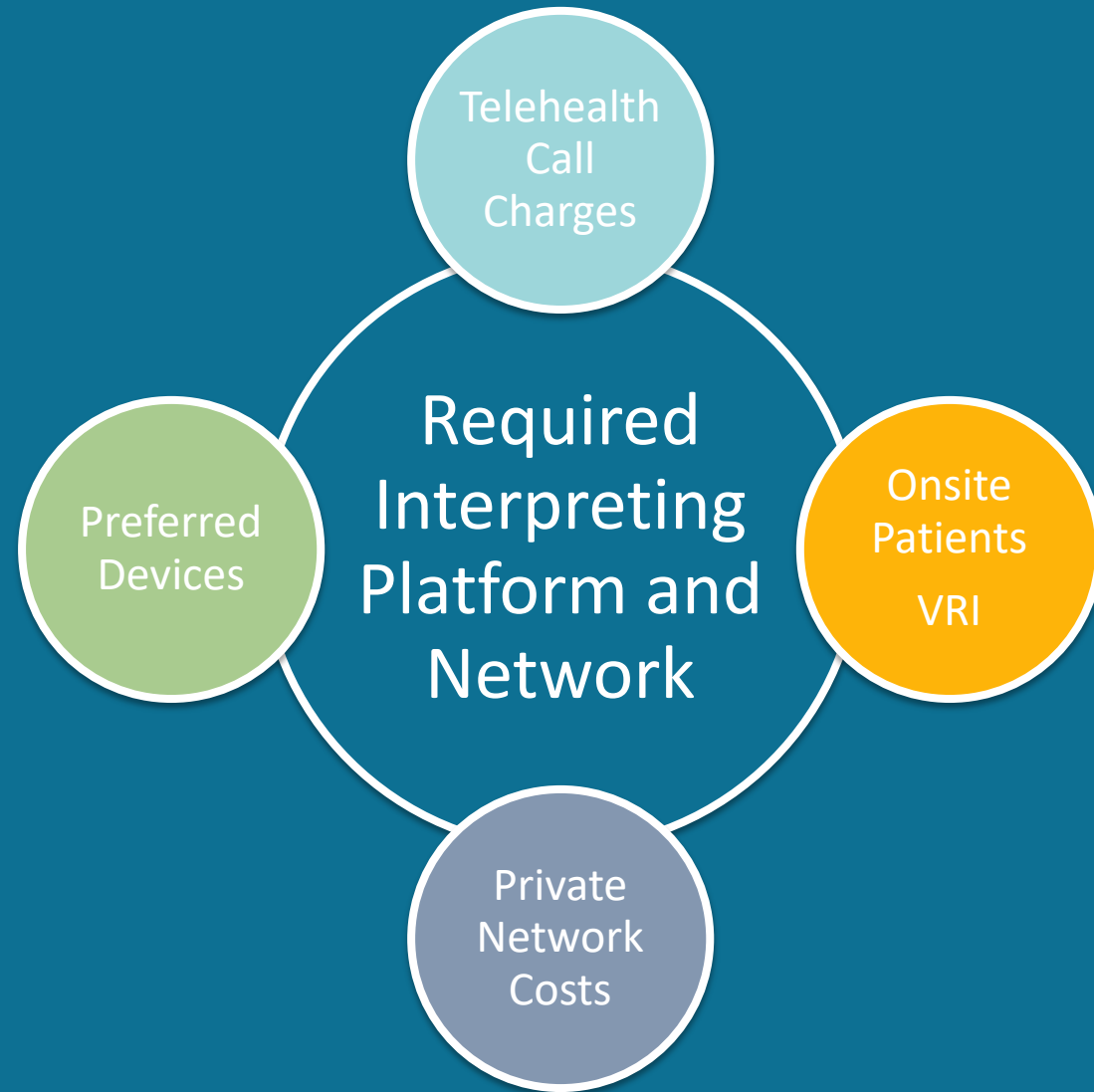


Based on assumption that 45% of projected LOTE speakers identify as LEP: 57.2 million in 2010 to 63.9 million in 2020. 2000 U.S. Census
https://www.census.gov/hhes/socdemo/language/data/acs/Ortman_Shin_ASA2011_paper.pdf

Today's Agenda:

- What are the options for video interpreting in telehealth consultations?
- How can you use video interpreting with existing onsite staff?
- Can video interpreting create business acceleration for increasing patient admissions through positive experiences?
- Questions and answers

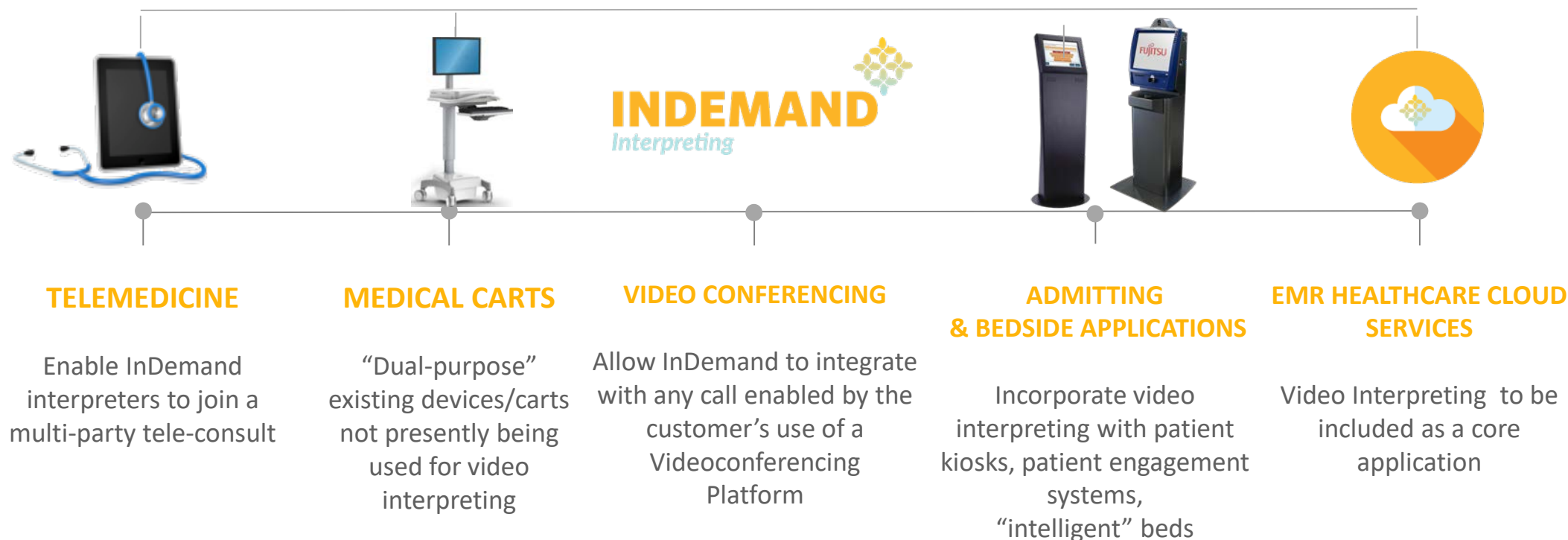
Closed System- One Vendor Required



Open Telehealth System with Interpreting



Technology and Integration –Interoperability Focus



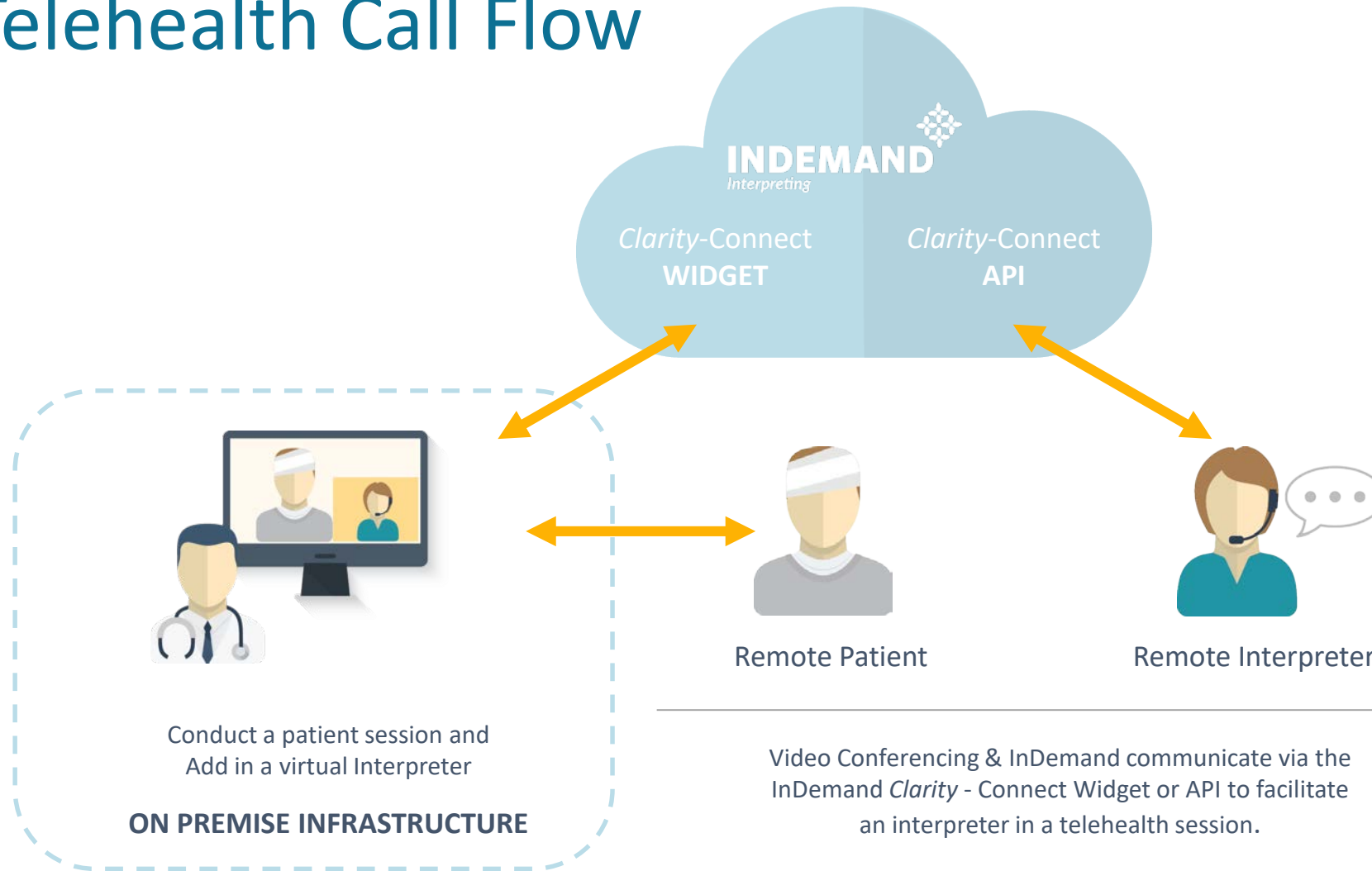
Options for Scheduled or Ad Hoc Calls

- **Self Service Scheduling Portal:** customers can make, change, or cancel appointments for virtual interpreting in telehealth.
We request 24 hour notice in general but can react within 2 hours with email confirmation. There is no extra cost for use of this service.
- **Insert a video interpreter into Video Conferencing Rooms:** using Clarity Connect software.

Example--permission granted on customer Vidyo infrastructure.



New Telehealth Call Flow



Technology – Software

Open Platform based on Vidyo® Technology



InDemand Clarity

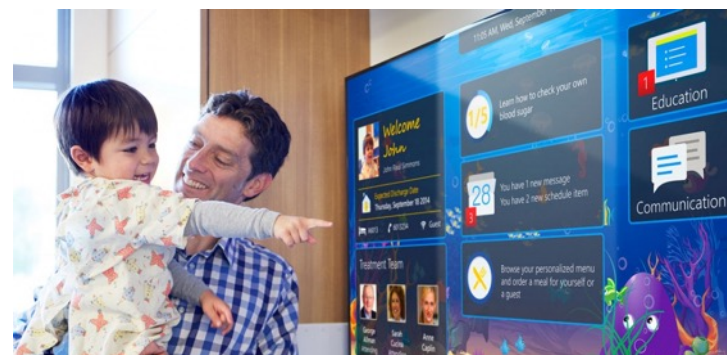
- High Definition Video
- Crystal Clear Audio
- Securely Connect over any Network (128 bit encryption)
- Built on best in class Vidyo platform
- Improved Stability
- Enhanced Call-Routing Logic
- Upgraded Integration Capability (w/ 3rd party)
- Real time analytics
- Easy to use User Interface
- Comprehensive Feature Set



*Remember to build video interpreting into your plan –
it could be a key differentiator!*

Oneview

Revolutionizing Patient Experience



Capabilities to look for in Video Interpreting



Advisory Services

- Needs Assessment
- Cost Optimization Modeling
- Language Services Solution Recommendations



Interpreting Services

- Video Remote Interpreting (VRI)
- Over-the-Phone (OPI)
- Telehealth Integration
- Onsite
- Translation Services



Technology & Interoperability

- VRI – PC & iPad
- Hardware
- Real-Time Analytics
- Custom Integrations



Client Services

- Account Management
- Staff Training
- Marketing Support
- 24/7 Technical Support



Optimization Solutions

- Internal Call Center
- Outsourcing



Qualified Medical Interpreters

- **100%** healthcare focused and U.S. based
- **Nationally certified** (*Or working toward certification within 6 months of hire*)
- Minimum of **40 hours extensive training** with ongoing training and professional development
- Professional and skills rubrics to **ensure interpreter quality**
- All our American Sign Language (ASL) interpreters are **RID certified**

Thank You
Questions?

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Please check our website for upcoming webinars
and events

<http://www.telemedicine.arizona>



Your opinion is valuable to us.
Please participate in this brief survey:

<https://www.surveymonkey.com/r/SWTRCWebinarSurvey>

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