



INDEMAND
Interpreting

Language Access Solutions with VRI

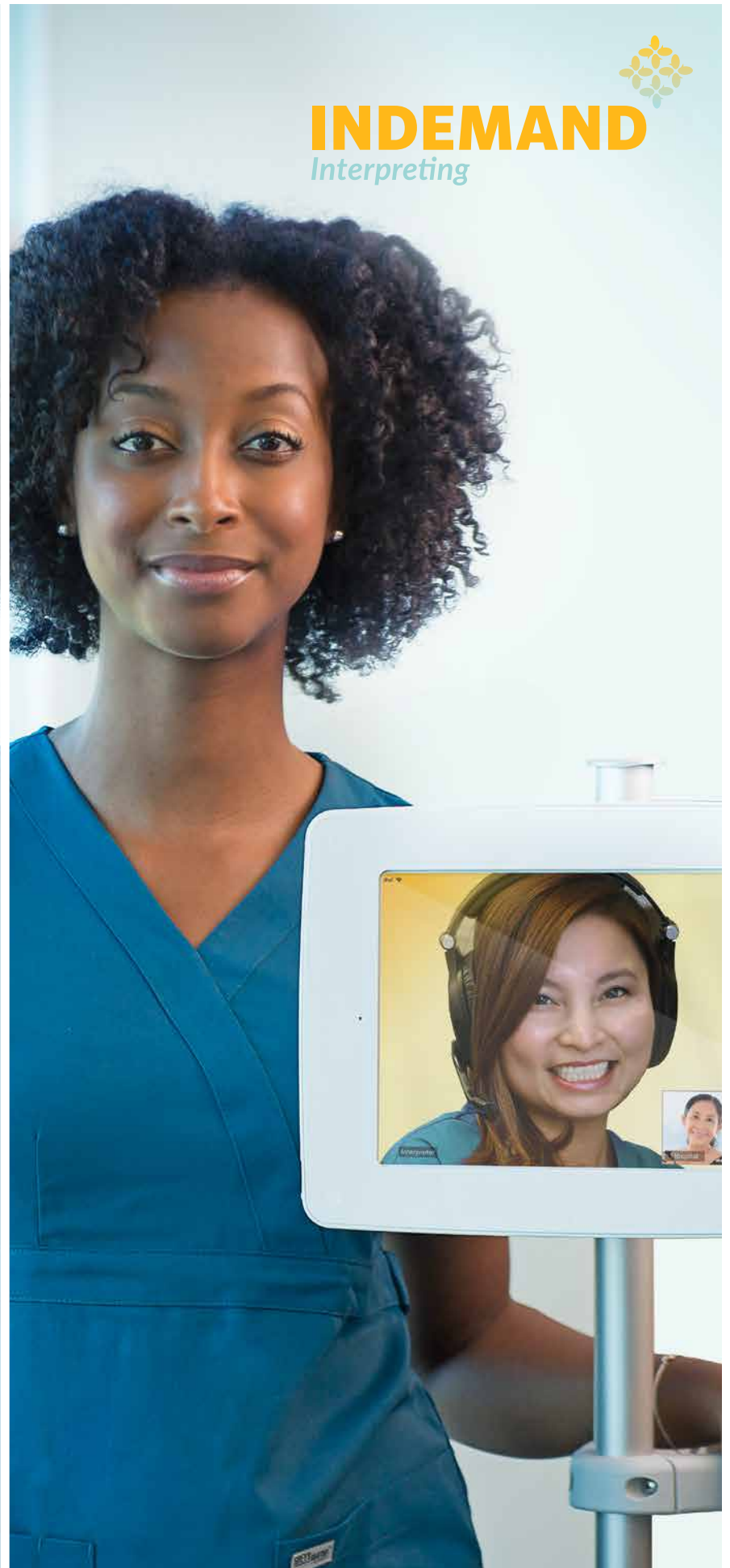
VIDEO REMOTE INTERPRETING

InDemand Interpreting is the leading provider of medical interpreting, delivering experienced, certified medical interpreters at the touch of a button, with the highest quality technology designed specifically for the healthcare environment.

IMPROVED OUTCOMES

With Video Remote Interpreting (VRI) healthcare organizations improve patient care by strengthening effective communication between providers and their Deaf or limited English proficient (LEP) patients.

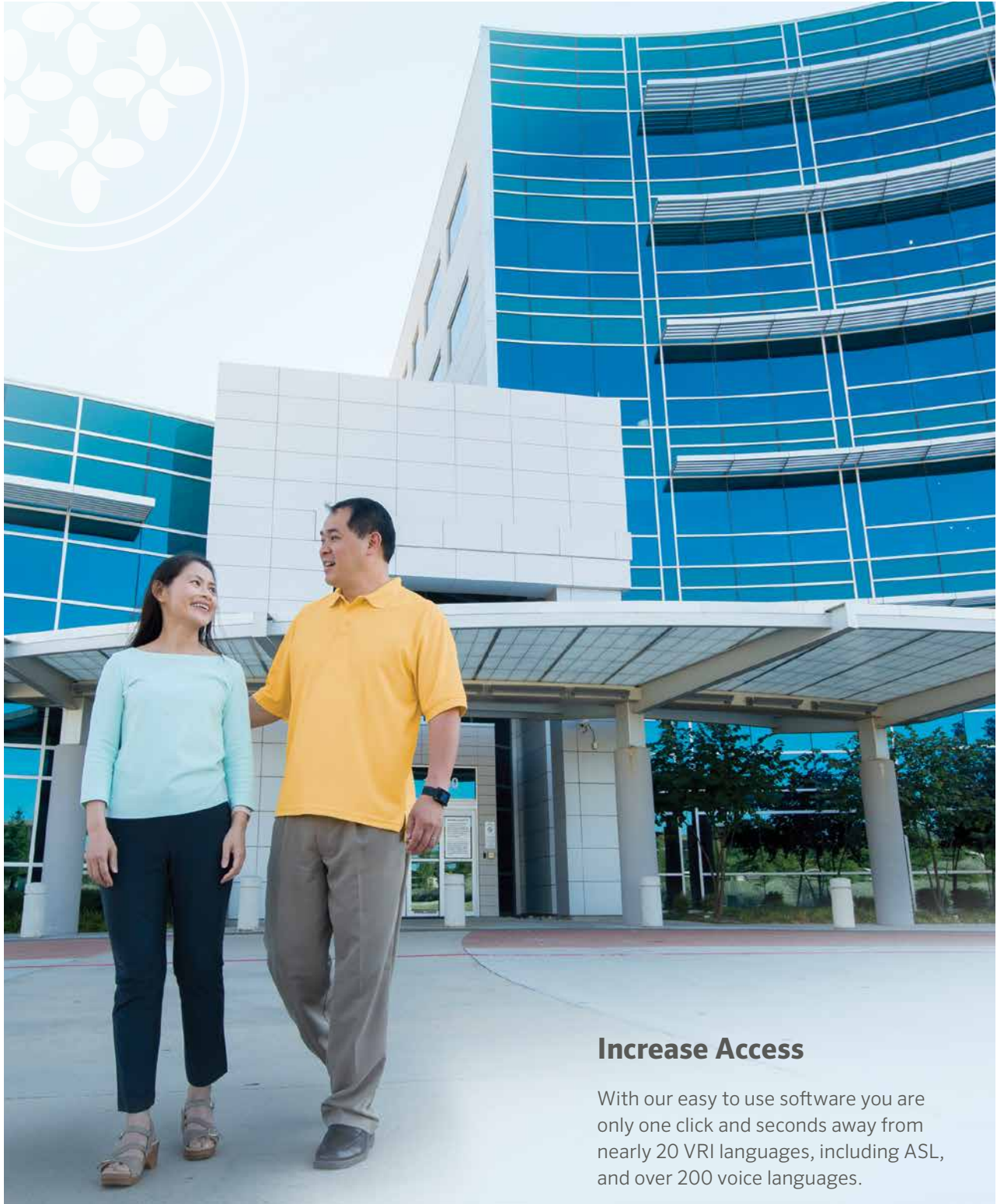
+ more inside



More than 25 million U.S. residents are limited English proficient. These Patients are almost twice as likely to suffer adverse events in U.S. hospitals that can result in harm.

Video Remote Interpreting (VRI) from InDemand is a reliable, high-quality and cost effective language service solution. From admissions to bedside to rehabilitation and home, it works across the continuum of care, meeting the immediate needs of healthcare organizations while easily and affordably scaling for future demand.

Every healthcare provider, large and small, must provide medical interpreting. It is a compliance, risk management and clinical care issue.



Increase Access

With our easy to use software you are only one click and seconds away from nearly 20 VRI languages, including ASL, and over 200 voice languages.

With three call centers located inside the U.S., you get HD quality video and sound with nearly 100% uptime.

Language Access Solutions

InDemand Interpreting enables effective communication between caregivers and their limited English proficient or Deaf patients across the continuum of care. We provide nearly 20 languages through video remote interpreting, including American Sign Language*, and over 200 spoken languages. Delivering effective language access in nearly every medical situation, our service is available at a touch of a button, twenty-four seven, year 'round.

We understand how busy your medical staff is, which is why the InDemand Interpreting application is easy to use. Just select a language, choose whether a male or female interpreter is preferred and within seconds your qualified medical interpreter is online to assist you.

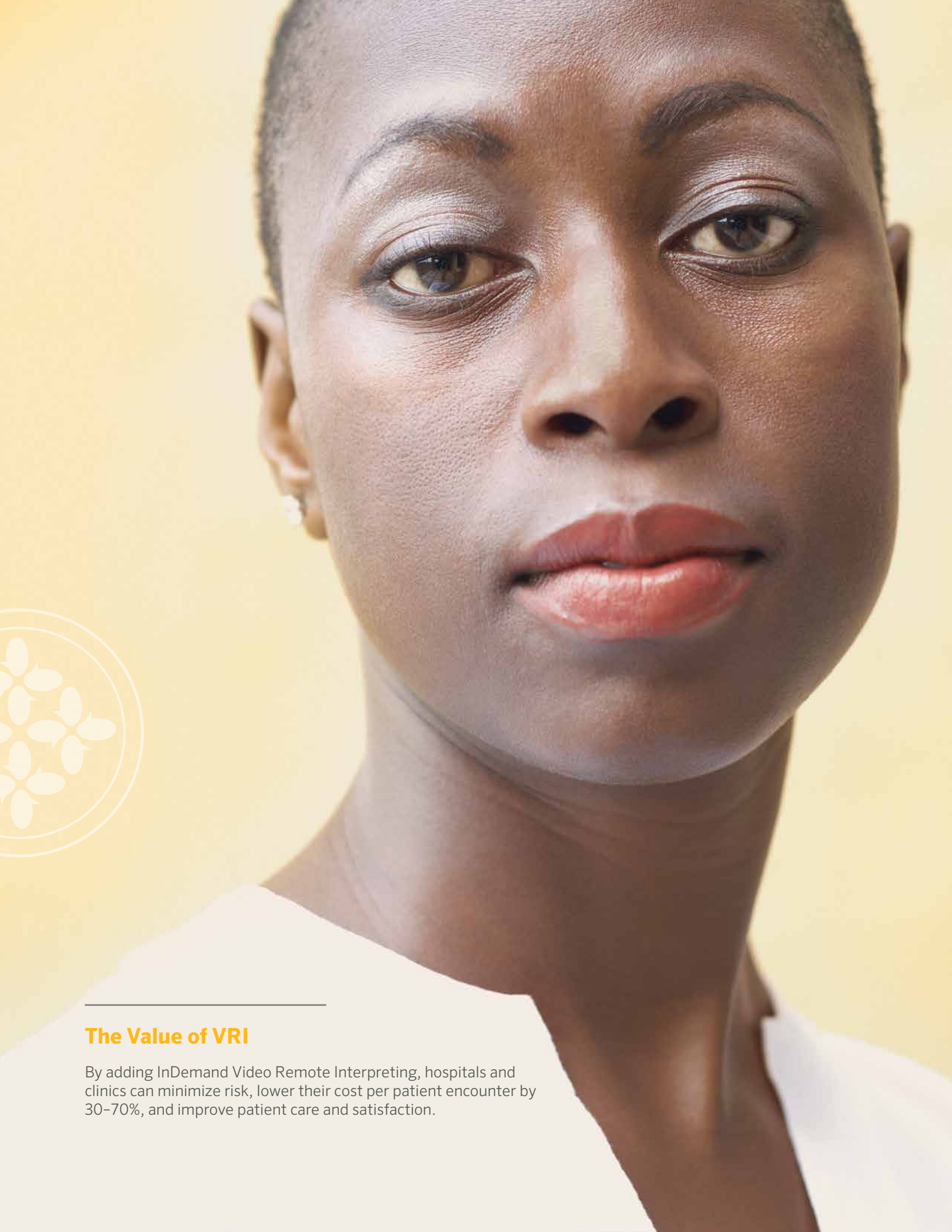
Whether in partnership with on-site language services teams or as a standalone solution, InDemand Interpreting provides the highest quality, HIPAA compliant service for your healthcare facility.

Tools for Success

InDemand is dedicated to our client's success. Our goal is to make sure medical organizations build thriving language service departments. To accomplish this, we have a unique process called 5-to-Thrive. We begin every engagement by listening to understand your unique needs. We propose a solution and a comprehensive plan based on our experience in over 500 hospitals and clinics nationwide.

We will work with you to make sure that your staff is fully trained on and excited about your new InDemand Interpreting system. We will setup and install your new equipment to make sure the network is optimized for clear video and sound. Your success is our commitment so our customer service team is always there to answer your questions and ensure your continued success.

** 100% of our American Sign Language interpreters are credentialed by the Registry of Interpreters for the Deaf, and have over 7 years of experience, on average.*



The Value of VRI

By adding InDemand Video Remote Interpreting, hospitals and clinics can minimize risk, lower their cost per patient encounter by 30-70%, and improve patient care and satisfaction.

Products

01



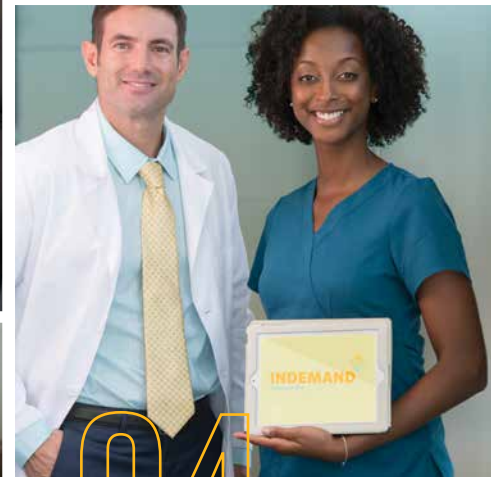
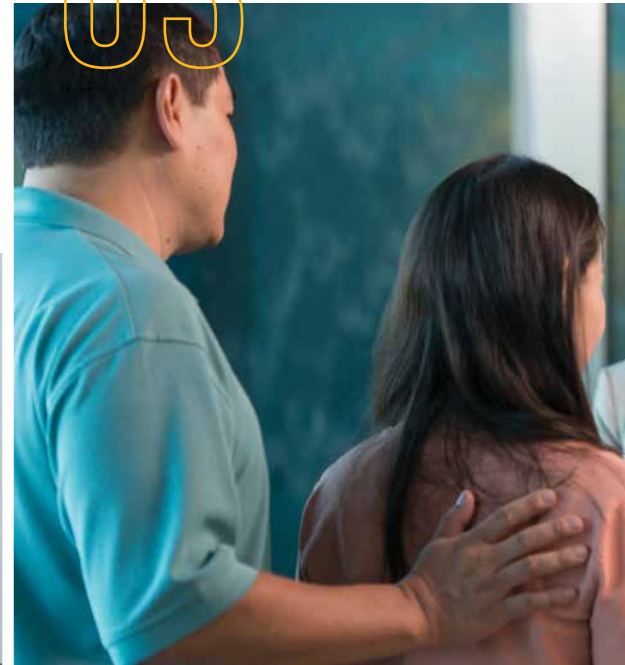
Figure 1 & 2
Increase your efficiency with medical grade VRI carts for laptops, touchscreens, tablets and iPads.

Figure 3 & 4
Protect your tablets and iPads with medical grade cases and desktop mounts.

02



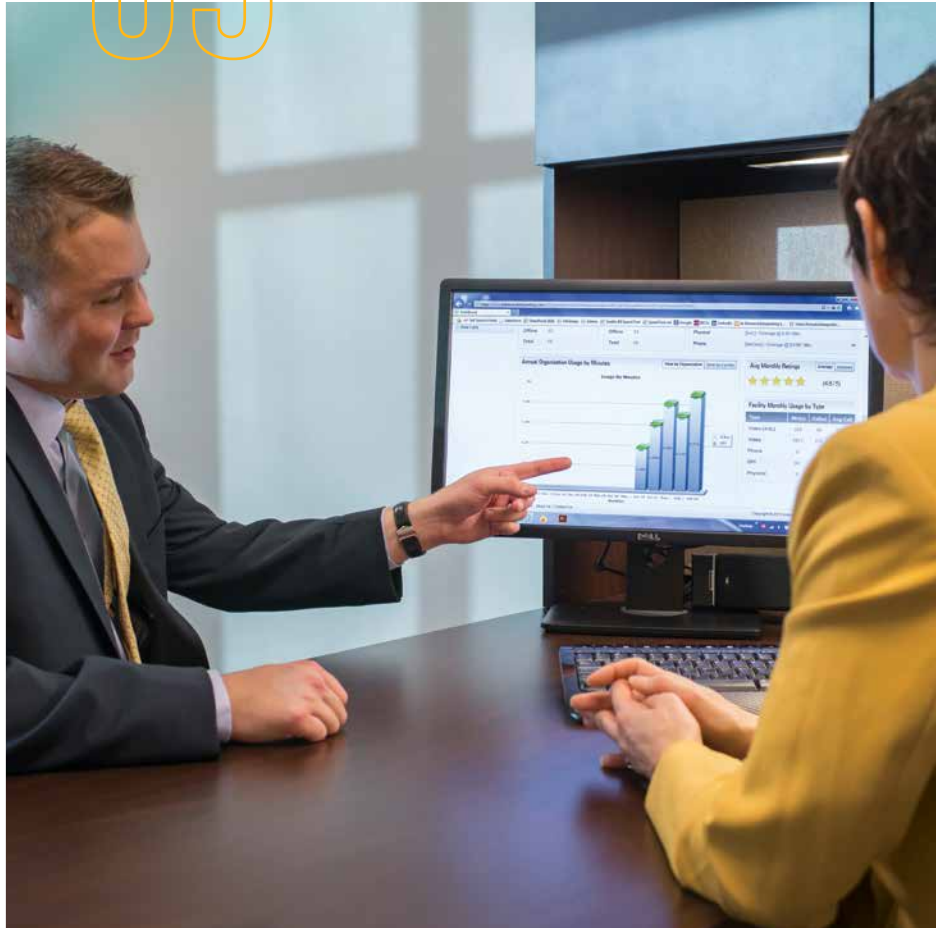
03



04

- 01 -- Touchscreen & Laptop Carts
- 02 -- Tablet Carts
- 03 -- Desktop Mounts
- 04 -- Medical Grade Cases
- 05 -- Comprehensive Reporting
- 06 -- Easy to Use Interface

05



With InDemand, your facilities have the flexibility they need to make Video Remote Interpreting accessible and convenient. Clinicians can access InDemand from laptops, touchscreens, and iPads over a secure and encrypted high-definition video platform. In addition to our easy-to-use, feature-rich software, we offer computer hardware and medical-grade accessories.



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Figure 5

InDemand Interpreting provides comprehensive online reporting including usage logs, plan details, advanced analytics and billing history.

Figure 6

Touchscreen interface option makes connecting to an interpreter even easier. One touch is all it takes.



InDemand Interpreting

InDemand was founded in 2007 with the vision of ensuring that every patient receives the highest quality healthcare, regardless of language, cultural background or disability. By delivering the most experienced medical interpreters and highest quality video technology, InDemand Interpreting gives doctors, nurses and clinicians the language access they need to provide the best possible care.

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