




# How to Select the Best VRI Provider - Checklist

The use of video remote technology has expanded access to better communication for many healthcare providers and their limited English proficient and Deaf patients. There are now a number of VRI companies to choose from. The question becomes, how do you choose the best VRI provider for your medical facilities?

Here's a checklist to help you evaluate VRI companies and ultimately select the best option. We hope this set of criteria can help you choose the best VRI company for you and your patients.

CRITERIA		Company Name	Company Name
Consultative approach tailored to your needs	X		
ROI or TCO modeling	X		
Transparent fee structure	X		
Specialized interpreters focused solely on medical interpreting	X		
Interpreters with appropriate certifications (RID, CHI)	X		
Interpreters located in the United States	X		
Interpreters working out of call centers	X		
Easy to use, one-touch interface for selecting a language	X		
Option to select Male vs Female interpreter	X		
Flexible hardware choices for diverse environments (ER, home health, etc)	X		
24/7, 365 technical support	X		
Translation of discharge instructions	X		
Forms support	X		
A portal that provides usage statistics and data	X		
How many VRI languages are available?	Over 20		
How many VRI languages are available 24 hours a day?	7		
Connection requirements. Does system require MPLS network or VPN at additional fees?	No		
Can the system be connected over a mobile broadband network?	X		
Extensive list of references	X		