



MEDICAL LANGUAGE INTERPRETING  
*Better Communication, Better Outcomes*



- 01 **Greater Access:** Over 200 languages, one click away
- 02 **Enhanced Efficiency:** Connect in seconds to certified, medically trained interpreters
- 03 **Improved Outcomes:** Higher patient satisfaction and reduced readmission rates

## Interpreting Solutions

### Instantly Connect Patients and Healthcare Providers with Experienced Medical Interpreters

InDemand Interpreting is the leading provider of medical interpreting services, bridging the communication gap between caregivers and their limited English proficient (LEP) and Deaf patients. InDemand developed its Video Remote Interpreting (VRI) technology specifically to improve patient care and deliver better outcomes. Unlike many other language services companies, InDemand Interpreting is solely focused on healthcare.

Serving more than 600 healthcare facilities across the United States, InDemand Interpreting offers providers immediate visual access to interpreters of 21 languages, including American Sign Language (ASL). Over 200 additional languages are available by voice. InDemand is dedicated to providing high-quality access to medical interpreters 24/7/365.

Our goal is to make sure medical organizations build thriving language service departments that ensure limited English proficient and Deaf patients receive the highest quality access to healthcare. We look at Language Services in its totality, developing solutions that are evidenced-based and data driven.

■ **Learn more.** Visit [InDemandInterpreting.com](https://InDemandInterpreting.com) or contact us at (206) 489-2706

# Improving Communication, Increasing Patient Satisfaction

## Greater Access & Efficiency

With our easy-to-use software you are only one click and seconds away from close to 25 VRI languages, including ASL, and over 200 voice languages. With call centers located inside the USA, you get clear video and sound with 99.9% uptime.

## Unparalleled Quality

InDemand interpreters are nationally certified, HIPAA compliant and have medical expertise. Our ASL interpreters are RID certified and have an average of over 7 years professional interpreting experience.

## Minimize Risk

Failure to provide interpreting services to LEP and ASL patients may violate both Federal and State regulations and introduce significant legal risks and result in poorer medical care. InDemand's VRI can help you support compliance.

## Improved Patient Outcomes

Academic studies show that trained professional medical interpreters raise the quality of clinical care for LEP patients, to approach or equal the level of care for English-speaking patients, resulting in fewer readmissions and better outcomes.

**VALUE OF VRI**—By adding InDemand Video Remote Interpreting, hospitals and clinics can lower their cost per patient encounter 30-70% and improve patient satisfaction.

## Easy-to-Use Interface

- One-click
- Male & female interpreters
- Access to interpreters within seconds
- 24/7/365 Access

## Flexible Hardware Solutions

- Suite of VRI devices
- Available on iPad®, Surface Pro, Laptop, large touchscreen carts, or your own device
- Secure LAN, WiFi and 4G Access

## Dedicated to Your Success

- 5-to-Thrive program developed for your success
- Seasoned and dedicated client management team
- 24/7, 365 days a year support



**Website** [InDemandInterpreting.com](http://InDemandInterpreting.com) | **Phone** 1(206) 489-2706 | **Sales Support** [Sales@InDemandInterpreting.com](mailto:Sales@InDemandInterpreting.com)

*Every patient in every medical setting deserves the best possible healthcare regardless of language, culture or disability. We're proud to help our healthcare partners get one step closer to this ideal.*

—CECIL KOST, Chairman & CEO of InDemand Interpreting