



- 01 **Greater Access:** Over 200 languages, one click away
- 02 **Enhanced Efficiency:** Connect in seconds to medically qualified 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 a leading provider of medical interpreting services, bridging the communication gap between caregivers and their limited English proficient (LEP), Deaf and hard of hearing (HOH) patients. Solely focused on the healthcare industry, InDemand developed its video remote interpreting (VRI) technology to improve patient care and deliver better outcomes.

Serving more than 800 healthcare facilities across the United States, InDemand Interpreting offers providers immediate access to video remote interpreters in over 25 languages, including American Sign Language (ASL) and Certified Deaf Interpreters (CDIs). 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 support healthcare organizations build thriving language service departments that ensure LEP, Deaf, and HOH patients receive the highest quality healthcare. We look at Language Services in its totality, developing solutions that are evidenced-based and data driven.

■ **Learn more.** Visit InDemandInterpreting.com or contact us at (206) 489-2706

Every patient in every medical setting deserves the best possible healthcare regardless of language, culture or disability. We're proud to support our healthcare partners in achieving this ideal.

—CECIL KOST, Chairman & CEO of InDemand Interpreting

Improving Communication, Increasing Patient Satisfaction

Greater Access & Efficiency

With our easy-to-use application you are only one click and seconds away from over 25 VRI languages, including ASL and CDI, and over 200 voice languages. Our highly trained medically qualified interpreters are based in the U.S.

Unparalleled Quality

InDemand interpreters are medically qualified, HIPAA compliant and have extensive medical expertise. Our ASL interpreters are RID certified and have an average of over 15 years of professional interpreting experience.

Minimize Risk

Failure to provide interpreting services to LEP and Deaf patients may violate both Federal and State regulations which could introduce significant legal risks and result in poorer medical care.

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.

ADD A MEDICALLY QUALIFIED INTERPRETER TO YOUR TELEHEALTH SESSION!

InDemand *Clarity-Connect* enables health systems to bring live, medically qualified interpreters into telehealth sessions through our Application Program Interface (API). InDemand is the first VRI provider to seamlessly integrate its VRI application with the industry-leading Vidyo® telehealth platform. This industry-neutral solution makes it possible for health systems to add interpreting services to their existing telehealth programs.

Our highly trained medically qualified interpreters are all U.S. based.

- One touch connection to a medically qualified interpreter
- Hands-free sound and video adjustment
- Gender and skills based routing
- Chat and privacy screen features
- HIPAA-compliant encryption
- 5-star rating system

Flexible Hardware Solutions

- Suite of VRI devices
- Client owned devices
- Encrypted and HIPAA compliant
- Secure LAN, WiFi and 4G Access

Dedicated to Your Success

- 5-to-Thrive program developed for your success
- Seasoned and dedicated client services team

