

## VIRTUAL ROOMS CONNECT PROFESSIONAL INTERPRETERS WITH DEAF PATIENTS FOR 24/7 HOSPITAL CARE



### ABOUT DT INTERPRETING

DT Interpreting is a company that provides dedicated professional interpreting services to the health care sector. In the late 1990's DT Interpreting found a gap in the healthcare market for services to the deaf community. Under the US Americans with Disabilities Act, healthcare providers are charged with providing reasonable communications to accommodate deaf patients in their facilities.

It was found that often hospitals were providing ad hoc services for deaf patients. In most cases when a deaf patient required an interpreter, the hospital will call on a staff member who knew sign language, use a volunteer interpreter from a church group, or hire a face-to-face interpreter. The problem with using volunteer translators was that often these people were not trained to handle difficult medical conditions or emergency situations. Furthermore during cases where a professional interpreter was hired for a face-to-face consultation, the external agency may take up to 2-3 hours to provide the services depending on staff availability, the location of the hospital, and travel conditions. In critical emergency situations this could prove dire.

These issues led DT Interpreting to develop a new model of working for hospitals and interpreters. By using video conferencing to link deaf patients with professional interpreters, DT Interpreting were able to provide quick efficient interpreting services to hospitals within 5-10 minutes, whenever they required it.

### VIRTUAL ROOMS BRIDGE THE GAP FOR HOSPITALS AND DEAF PATIENTS

DT Interpreting chose BCS Global's Virtual Room service to link some of the 400 registered hospitals with their 50 professional interpreters who are available 24/7. Today, hospitals from as far as Arizona to Baltimore, New Jersey and Rhode Island are all using the BCS Global Virtual Room service to get access to Interpreters instantly.

*DT Interpreting develops an efficient way for hospitals to provide deaf patients with access to immediate interpreting facilities through BCS Global's Virtual Rooms.*

**Customer Name:**  
Deaf Talk Interpreting

**Market Sector:**  
Healthcare

**Customer web address:**  
[www.dtinterpreting.com](http://www.dtinterpreting.com)

**Business Challenge:**  
DT Interpreting wanted to provide hospitals with a video solution where they could have instant access to interpreters for their hearing impaired patients easily and effectively.

**BCS Global Solution**  
Virtual Rooms

- Business benefits:**
- Quick to access for emergency situations
  - Ensures that nationally certified interpreters are available 24/7
  - Easy for patients and hospital staff to use
  - Helps to meet legal legislation

For more information go to [www.bcsglobal.com](http://www.bcsglobal.com)

When a 'pop in' deaf patient requires interpreting services, the subscribed hospital is able to wheel out a mobile video unit supplied by DT Interpreting. Staff will notify the company who will line up the next available interpreter. The hospital staff will then dial into a BCS Global's pre-set Virtual Room, as would the Interpreter. Both will meet in the Virtual Room and from there, the Interpreter is able to communicate face-to-face with the deaf patient through sign language and relay the message back to the hospital staff and vice versa. This is a seamless process that takes minutes to implement and helps to reduce miscommunications. The Virtual Room service is so simple to use that untrained staff are able to access it with only a few simple verbal instructions.

## POSITIVE FEEDBACK FROM PATIENTS

For hospitals who have subscribed to the BCS Global Virtual Room service the feedback has been very positive. Bob Fisher, President of DT Interpreting comments that "The hospitals that use it are extremely impressed. The quality is excellent. The ease of use is good. So far the feedback has been very very exciting."

The benefit to hospitals is that the service is available 24/7, and it is on-demand. They no longer need to wait for hours for an interpreter to arrive. In snowbound northern states where it could take 4-5 hours for an available interpreter to travel to the hospital, this service overcomes the timings issue. It also means that hospitals are able to provide a far more efficient and adequate service to the deaf community and to meet legal regulations.

## COST SAVING AND LIFE SAVING

Hospitals that subscribe to DT Interpreting's service are able to get access to professional interpreters whenever they need it, yet they only pay for what they use which may create cost savings. For example if a hospital had a long term patient who required interpreting services, under the US Americans with Disabilities Act they will have to provide this continuously available communication if the patient demands it. If an interpreter was hired to be on hand at all times, this could create significant cost implications for the hospital, even if the patient only uses the interpreter for short periods a day.

Under the Virtual Room model, hospitals can still provide interpreting services 24/7, yet they only pay for the minutes that they use. By moving to this scenario hospitals can save up to as much as \$2,000 per day when compared to providing an on-site interpreter for the continuous twenty-four hour period.

Yet more important than the cost savings is timeliness and availability. There is no need for a deaf patient to wait until an interpreter arrives. Consultations can be arranged within minutes, providing huge advantages, especially during emergency medical situations.

## WHY DT INTERPRETING CHOSE BCS GLOBAL

BCS Global's solution was able to overcome security concerns. By providing a virtual meeting space for the hospital and Interpreter to meet in, this satisfied the network security concerns of hospitals' IT staff. The service is also easy to use and seamless to implement. Bob Fisher remarks that "It was BCS Global's technical abilities that brought me here in the first place. BCS customized their service for us. Their technical staff figured how to make it work for us in the simplest manner."

## FUTURE PLANS

Over the next couple of years DT Interpreting plans to put another 200 of their registered hospitals onto BCS Global's Virtual Room service. The long term plan for DT Interpreting is to improve the facilities, to expand the number of rooms available at any given time, and to look into improving the usability through applications such as touch screens. The service has proved so successful, DT Interpreting is also considering trialling it in doctors' offices around the US.

*"The quality is excellent. The ease of use is good. So far the feedback has been very very exciting."*

Bob Fisher  
President  
DT Interpreting

*"The people at BCS Global were very attentive, they understood my problems. Any questions that I had were addressed pretty quickly."*

Bob Fisher  
President  
DT Interpreting

For more information go to [www.bcsglobal.com](http://www.bcsglobal.com)

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