



How to Reduce your HealthCare Interpretation Costs by 50% using Video Remote Interpreting combined with Call Center like Routing and Queuing

See Speak, by Soltrite. A Video Remote Interpreting technology service designed to be used by hospital in house interpretation staff as well as outsource interpretation providers.

In the United States many large health care organizations provide interpretative services primarily as an in person service. Interpreters are provided through a combination of hospital employees and outsource providers. Appointments are typically made through the interpreter services department of the hospital with either the in house employee or an interpreter hired through an outsourcer. In either case, the appointment is made with a specific interpreter.

There are many points of wasted time with this business model. Wasted time may or may not be shown as a direct cost but it is a cost that is created somewhere in the system. This white paper describes where wasted time occurs with the in person interpretation business model and shows where tremendous time savings can occur by using See Speak, by Soltrite; the Video Remote Interpreting service of Soltrite.

Following are some typical places where time is wasted with an in person interpretation session:

1. Travel time of the interpreter to the HealthCare Organization and specific location in the correct building.
2. Appointments rarely start on time so an interpreter waits.
3. Based on this waiting norm it is not possible to tightly schedule interpreters.
4. Often the interpretation need is intermittent during the hospital/clinic visit. Perhaps something such as:
 - a. 15 minute initial interpretation with the nurse/doctor.
 - b. 30 minute wait for test results or reports to be written
 - c. 5 minute interpretation for a wrap up session

The interpreter typically stays with the patient the entire time even though the actual time of interpretation is a minority of the total time.

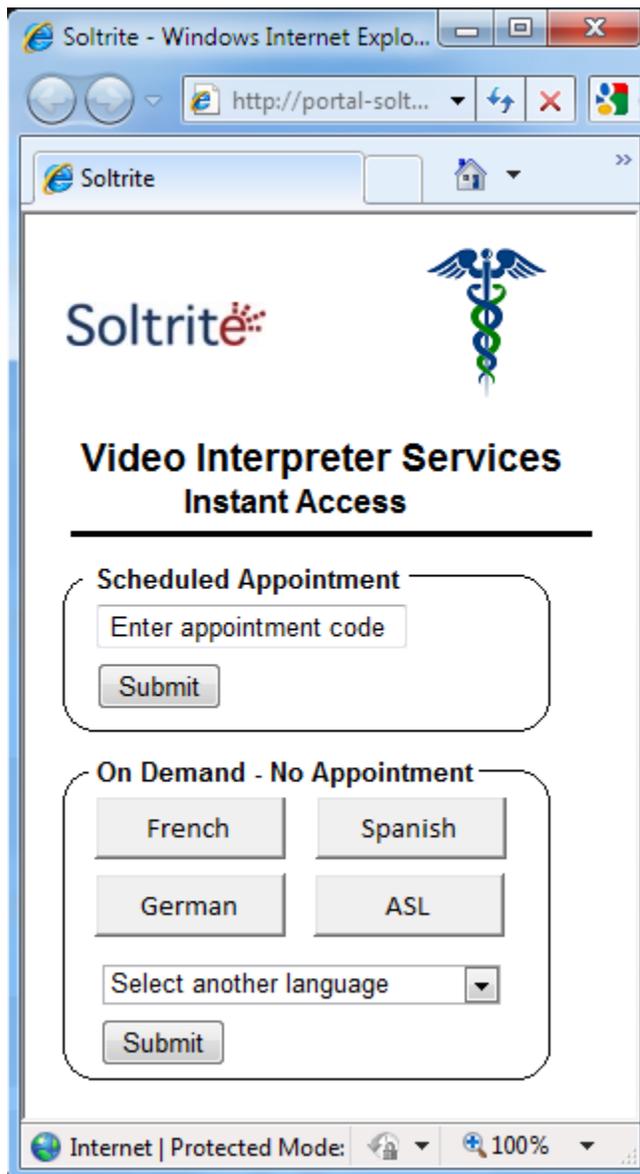
5. Wasted time between appointments. (It is not practically possible in most cases to end one appointment and immediately start another.)

Through the use of HD video conferencing technology that works from computers over an encrypted internet connection, combined with call center like routing and queuing, See Speak, by Soltrite provides a way to fundamentally change this business model and deliver substantial cost savings in the process.

The following is a description of how the system works and where the time savings occur.

For the patient

At specific computers placed around the hospital the screen below can be launched at any time. The exact screen layout and of course the language choices would be specific to each health care system.



Note in this example we are providing for pre-scheduled appointments as well as on demand. We can also provide for other unique routing choices such as:

- Male or female
- The last interpreter I spoke with



For the Interpreter

The interpreter has logged in to our application and we identified their skills. (Such as speaks Spanish and is a Hospital employee) The interpreter can be a hospital employee or an authorized outsourced interpreter.

We route the interpreter request directly to the interpreter with no interim screening process to slow down or add costs to the process. The interpreter then creates the video connection. A sample screen shot of the active video conference is shown below. This is the screen the interpreter is seeing.



This is not artificially enhanced in any way. It is a screen print directly from the interpreter computer.

Quantify the savings for on demand interpretation

Here is the total time associated with one typical interpretation session.

Non productive time

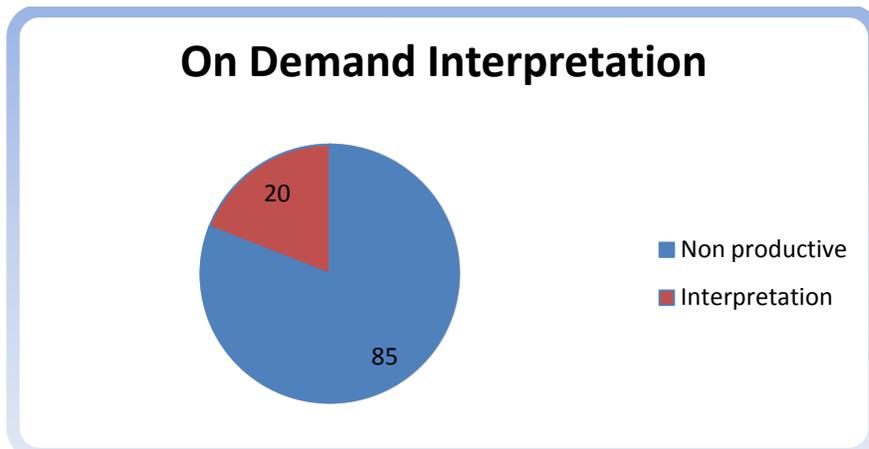
Actual video interpretation time

1. 40 minute drive, park and walk to office time
2. 15 minutes waiting for appointment based on doctor being late.
3. 15 minutes of interpretation time with the doctor and or nurse.
4. 30 minutes of waiting for the doctor to write up the results and or tests to come back.
5. 5 minutes of interpretation time with the nurse to review the results and next steps.

Total time associated with this patient = 105 minutes

Total time actually doing interpretation = 20 minutes

Total non productive time = 85 minutes





Quantify the savings for scheduled interpretation

The practice of scheduling a specific interpreter for a specific time slot and location is common practice. However, there is rarely the need for a specific person to fill the interpretation need. It is a specific skill that is needed, not a specific person. With call center like routing and queuing we can now fill requests at the exact time they are needed and not block the time of specific interpreters. Even with scheduled appointments the interpretation time(s) needed cannot be exactly predicted.

How late will the doctor be?

How long will the interpretation session(s) be.

How long will the wait be between the initial interpretation and wrap up session.

By using call center routing and proper staffing with overflow to outsourcers you can now provide for the precise need and not require staff to needlessly wait.

Now scheduled appointments are made for the skill needed and not a specific person. Scheduling for common languages is now used for staff modeling purposes as opposed to firmly scheduling a specific person for a specific block of time. So if from 10 to 11 am there are 15 scheduled Spanish interpretation requests the manager might know that the need will be approximately 10 concurrent Spanish interpreters during this time period. (Accounting for history that statistically shows this to be true.) Additionally, the manager needs to account for on demand needs that typically dictate a need for 5 more Spanish interpreters.

So the manager knows that the anticipated need for Spanish interpreters between 10 am and 11 am will be 15. These 15 could be any combination of in house employees our outsource providers. A few less than 15 could possibly work if occasional wait times are permissible. A few more than 15 might be desirable to ensure there is never a wait time.

Since the need for scheduling specific people for common languages is no longer needed this will significantly lessen the work load of the scheduling department.

For rare languages there will continue to be the need to schedule specific interpreters for specific times since the efficiencies of call center routing to pools of interpreters only apply when there are several concurrent and overlapping requests for the same skill.



Given what we have laid out above, the same numbers apply for scheduled interpretations:

Total time associated with this patient	= 105 minutes
Total time actually doing interpretation	= 20 minutes
Total non productive time	= 85 minutes

Additionally, it is likely significant staff time could be saved in the appointment department since appointments for specific interpreters are no longer made for the common languages that drive significant volume during peak hours.

Summary

We have shown that for a typical interpretation appointment, scheduled or on demand, the total time needed with an in person interpreter is 105 minutes. Of those 105 minutes, only 19% (20 minutes) is actual time spent interpreting.

With See Speak, by Soltrite; we can deliver the interpreting service at the exact moment it is needed. This represents a staff time savings of well over 50%. The interpreters can be any combination of in house staff or outsource interpreters.

We have also shown that the work load to the scheduling department will be reduced since scheduling specific interpreters for common languages is no longer needed.

We deliver HD video quality over the internet using the market leading technology of Vidyo. No special network is required. The interpreter uses an industry standard PC. The patient uses a PC or windows tablet the hospital most likely already owns.