

Video remote interpreting bridges language gaps for healthcare on equal terms



Tolkesentralen improves efficiency and security of carer-patient interactions

At a glance

1/3 of Oslo citizens are immigrants or Norwegian-born to immigrant parents

22,000 assignments in 85 languages per year

Oslo University Hospital runs the service on behalf of **three major hospitals** in Oslo area

Tolkesentralen offers interpretation services for more than 45 sites


Challenge

 Large geographical area to be covered

 Need for interpreting at short notice in case of emergency

 Maintain confidentiality in patient-carer conversations

 Risk of contagion for patients, and interpreters who cover several different hospital units during the day

 Interpreting by phone from home compromised quality and privacy

“ Cisco was an easy choice. We wanted high quality video and sound with simple push button operation. We got all that and a project payback of one year.”

Jessica Hansen
Advisor, Oslo University Hospital

Solution



Cisco TelePresence® rooms connect medical teams and patients with selected, trained/qualified interpreters



Secure, controlled environment protects patients' anonymity at all times

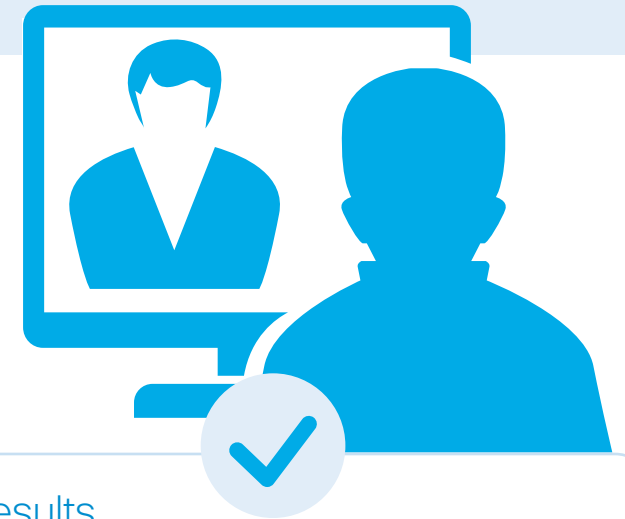


Cisco Jabber® allows video calls between remote carers and experts from patients' homes



“ With TelePresence there's less chance that nurses miss out on crucial information, like whether the patient is taking their drugs properly. So, more patients get safer treatment.”

Hanne Løfsnes
Unit Manager, Oslo University Hospital



Results

- Video remote interpreting ensures limited resources are used in the most efficient manner
- Achieved project goals of cost and quality and improved care
- High level of satisfaction from practitioners and interpreters
- Lowers the threshold for using an interpreter, especially for shorter conversations between nurses and other carers
- More accessible interpreting services
- Shorter time from demand to delivery, especially important for emergencies
- Under perfect circumstances, 5-times more assignments can be completed per person per day
- Patients receiving no interpretation spent between 0.75 and 1.47 more days in hospital, and were also more likely to be readmitted within 30 days
- 12-month return on investment, assuming 10% of on-site translations are converted into video assignments