



## EXECUTIVE SUMMARY

### Associated Cisco Solution

- Cisco® Collaborative Care: Language Interpretation Services
- Cisco Unified Communications

### Customer Benefits

- Ease of use: A press of the button from a video-conferencing unit or a phone call provides instant video or voice access to in-house interpreters or bilingual staff and to commercial interpreter services, 24 hours a day, 365 days a year, at all points of care
- Improved patient safety: Quality of care is improved with accurate patient-provider communications that take into account visual cues
- Enhanced patient and provider experience: No more waiting for interpreters to travel to the point of care
- Very cost-effective solution: Hospitals can use internal resources, share resources with other hospitals and clinics, and contract required resources for the lowest total cost of the solution
- Other benefits include cost savings, compliance, and the increased ability to respond to changing customer demands and market conditions
- Economies of scale are gained by utilizing standards-based technologies, time savings, and reduced training due to single (and flexible) network management capability

### Targeted Industries

- Healthcare

### Geographical Regions Served

- U.S. and Canada
- Europe
- Australia

## Paras and Associates Video Interpreter Network

### Partner Overview

**Paras and Associates offer video interpreter network (VIN) managed services that enable healthcare providers to participate in a healthcare interpreter network. Paras and its partners host and manage video/voice call center services. Paras and Associates consult with providers during the planning, purchase, and installation phases, resulting in the deployment of appropriate video and telephone devices throughout an entire hospital system.**

### Partner Solution Description

As hospitals and clinics struggle to control costs while maximizing patient safety and quality of care, the growing number of nonnative-language-speaking patients poses formidable challenges. Paras VIN managed services, as part of a healthcare interpreter network, enable a unique deployment model for the delivery of interpreter services within today's diverse healthcare environments. The innovative solution uses the Cisco Collaborative Care solution to connect patients and their healthcare providers with a cost-effective network of interpreters. By training and using in-house multilingual employees, hospitals can reduce costs and minimize the number of contracted interpreters required to provide the required services. Participation in a healthcare interpreter network also allows providers to use the language skills of employees at other hospitals. Combined with the Paras and Associates solution, the premier commercial healthcare interpreter services of Language Line Services further extend support to a hospital's in-house interpreters or network of interpreters. Language Line Services offer access to additional languages, including American Sign Language, and can also extend hours of service to meet needs 24 hours a day, 365 days a year.

Paras customers receive a complete solution, including portable video-conferencing platforms that can be allocated as needed at each site.

## Core Components of the Partner Solution

Paras can design a cost-effective solution customized to each provider's needs and site resources. Cisco Unified Call Center Express and Cisco Unified CallManager power healthcare video interpreter network call centers. The Cisco software provides automated call distribution functions and skills-based routing of calls. Cooperating hospitals that contract Paras VIN services can connect to shared Paras servers and to each other over a private and secure high-speed data connection dedicated to video and voice interpretation services.

The video conferencing for interpreters uses Cisco video endpoints. Healthcare providers are provided with video endpoints featuring a much larger screen to accommodate both physician and patient. These video endpoints are currently from Tandberg or Polycom.

## Related Cisco Products

Paras VIN services use the Cisco Collaborative Care solution architecture. Specifically, the solution utilizes Cisco Unified Communications solutions including:

- Cisco Unified Contact Center Express
- Cisco Unified CallManager
- Skinny Client Control Protocol (SCCP)—enabled video devices, including the Cisco Unified IP Phone 7985G

## Related Partner Information

- Healthcare interpreter network video: [www.parasandassociates.net](http://www.parasandassociates.net)
- Cisco healthcare: [www.cisco.com/go/healthcare](http://www.cisco.com/go/healthcare)
- Cisco Collaborative Care Solutions: [www.cisco.com/web/strategy/healthcare/clinical.html](http://www.cisco.com/web/strategy/healthcare/clinical.html)

## For More Information

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