

Case Study NO. 037

How a Video Remote Interpreting Program Delivered Seamless Business Continuity & Telehealth Support During the COVID-19 Pandemic

By partnering with United Language Group, a diversely populated municipality was able to implement a video remote interpretation program that harnessed the benefits of face-to-face interactions within a virtual setting.



Background

A diversely populated municipality located in the southeastern United States provides a variety of social services through the local government for its residents. These services include healthcare support, educational resources and childcare services. Additionally, over 10% of the county's total population has limited English proficiencies (LEP).

Challenge

Many of the social, welfare and health services provided by the municipality involve in-person interactions and the exchange of confidential information. As a result of the COVID-19 pandemic outbreak, the county faced a variety of challenges in continuing to provide these services in a virtual setting. The county needed to pair with a language service provider that could quickly and accurately interpret information for individuals with hearing impairments or limited English proficiencies without the ability to converse in-person.

Due to the sensitive nature of the interactions, the county wanted virtual interpretation support that could emulate the face-to-face interaction experience. To achieve this level of personal connection, they wanted to incorporate both over-the-phone interpretation (OPI) as well as video remote interpretation (VRI).

Solution

The municipality chose to partner with United Language Group (ULG) to overcome their challenges and meet the needs of the county's residents. ULG's top-of-the-line technology and team of experts created a customized VRI program for the county. The VRI technology was seamlessly integrated into the existing telehealth platform and offered quick and reliable interpretation support for LEP and hearing-impaired individuals during the COVID-19 pandemic.

Results

ULG's telehealth interpreting program supported over 10 languages, with more languages available as needed. Additionally, the technology was quickly and consistently incorporated into ten different locations across the county. The quick onboarding of this solution was driven by ULG's highly experienced interpretations team and flexible VRI technology.

ULG's partnership delivered:

- Telehealth support for 10+ languages, including ASL
- Instant access to qualified interpreters for 10 locations across the U.S.
- Seamless business continuity during a pandemic



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