

How a Children's Hospital Used Our Remote Simultaneous Interpretation Solution to Run Consults for a Global Clinical Trial

The Children's Hospital was able to efficiently conduct its global clinical assessment of children experiencing a rare neurological disease for using ULG's Remote Simultaneous Interpretation (RSI) solution.



The Challenge

When conducting the assessments of the children, the physician from the Children's Hospital knew that the consult had to be done in real-time with no delays, pauses, or breaks in communication. In this particular consult, interpretation would be exchanged from English to Russian and vice versa.

The physician wanted to ensure that the exchange between both parties would not miss an element of the dynamic, due to the type of interpretation. The consult needed to be efficient and able to convey a message accurately.

The Solution

United Language Group reviewed several interpretation solutions with the Children's Hospital to determine the best option for this scenario, including:

- Over the Phone Interpretation (OPI) - best suited for situations like scheduling appointments over the phone
- On Site Interpretation (OSI) - best suited for in person appointments or a medical emergency
- Video Remote Interpretation (VRI) - ideal for virtual 1:1 appointments that may need a visual aspect included in the interpretation process
- Remote Simultaneous Interpretation (RSI) - serves the need for seamless communication in a dynamic setting

In this scenario, United Language Group recommended Remote Simultaneous Interpretation (RSI) as the solution because each party involved would be able to speak and hear in their native language without having the interruption of the other party's language. Without the constant disruptions, the consult was able to take the same amount of time as if both parties spoke the same language.

Given the numerous benefits of this solution, the Children's Hospital entrusted United Language Group to implement RSI to help bridge the language gap and ensure effective communication. ULG personally trained the participants involved on the practices and nuances of RSI to familiarize themselves with the platform. With the real-time interpretation of RSI, the consult ran without interruption, saving time and cultivating a constant stream of communication.

At A Glance

ULG Deliverables

- Integration of Remote Simultaneous Interpretation (RSI) as a VRI and/or OPI alternative
- Dedicated and specialized interpreters
- Offered in all languages
- On-site and remote platforms
- Real-time interpretation

Proven Results

- Time reduction
- Enhanced user experience
- Constant stream of conversation

Key Terms:

Consecutive Interpretation

- OPI: Over-the-phone Interpretation
- OSI: On-Site Interpretation
- VRI: Video Remote Interpretation

Simultaneous Interpretation

- RSI: Remote Simultaneous Interpretation

"RSI is rapidly becoming the interpretation mode of choice & United Language Group is the vanguard of this movement. Teaming with well-renowned physicians & researchers that speak different languages, ULG leveraged the awesome power of RSI to treat children with rare diseases."

– James Dodson, Executive Vice President of Interpretation at United Language Group