



When You Should Use OSI, OPI, VRI, or RSI in Healthcare

With so many versions of interpretation these days, it's important to know when to use these different options. The rising prominence in telehealth has caused us to look at language service in the same way.

In healthcare, there are many settings that need, or even require, a certain form of interpretation in order to convey a message accurately and efficiently. There are scenarios when talking and interpreting over the phone is entirely appropriate. However, there are other scenarios that may need a visual aspect included in the interpretation process, whether that is in person or virtually. With the correct interpretation type, you can ensure the patient understands what is being communicated, leading to better patient experience and optimized health outcomes.

Below is a table that shows common healthcare settings and which interpretation formats serve them best.

Interpretation Type	OSI	OPI	VRI	RSI
Group Therapy	✓			✓
Patient Education Class	✓			✓
Medical Emergency	✓		✓	
Follow-Up	✓	✓	✓	
Preventive Care	✓	✓	✓	
1:1 Appointment	✓	✓	✓	

Key:

OSI:
On-Site
Interpretation

OPI:
Over-the-Phone
Interpretation

VRI:
Video Remote
Interpretation

RSI:
Remote Simultaneous
Interpretation