

On Demand Video Interpreting Now Available for Dean Clinic Patients Dean Clinic Becomes First in the Madison Area to Offer Video Interpreting in Urgent Care Settings

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In an effort to meet the growing demand for interpreter services in southern Wisconsin, Dean Clinic has teamed up with ALVIN (All Language Video Interpreter Network) to offer mobile video interpreting at four of its locations, including three Urgent Care locations. Starting January 9, 2012, this service will be available at Dean Clinic — East, Dean Clinic — West, Dean Clinic — Janesville East and Dean Clinic — Delavan.

“Last year alone, there were more than 25,000 visits to Dean Clinic that required an interpreter and those visits represented more than 40 different languages,” says Grant Foster, Dean Clinic Interpreter Services. “This new service will offer another way to access interpreter services for our Deaf, Hard of Hearing and Limited English Proficient patients. It gives them instant access to a qualified interpreter.”

The VRI (Video Remote Interpreting) mobile units will be available as a patient enters Urgent Care and they can follow the patient throughout a visit from check in, to the exam room, to the lab. The press of a button initiates the interpreter request, which is first routed to a Dean Clinic interpreter. If a Dean interpreter is not immediately available, the request is routed to a broader network of interpreters.

“It’s hard to anticipate when someone is going to come into Urgent Care needing an interpreter,” says Foster. “If an on-site interpreter is with another patient, it can take time to get another interpreter in place. With VRI, the patient no longer has to wait.”

Foster is also quick to point out that this is not a replacement for face-to-face interpreting but rather an additional way for patients to access interpretive services.

For the full article: <http://www.marketwatch.com/story/on-demand-video-interpreting-now-available-for-dean-clinic-patients-2012-01-09>