



# Atrium Health Partners with AMN Language Services

Atrium Health (formerly Carolinas HealthCare System) is one of the leading healthcare organizations in the Southeast and one of the most comprehensive, not-for-profit systems in the country. There are more than 900 care locations.

## \$2.7M

### SPENT YEARLY ON CONTRACTED ONSITE INTERPRETERS

Prior to the implementation of AMN Language Services, Atrium Health relied on a combination of over the phone interpretation, staff Spanish interpreters, and contracted interpreters through local agencies, at which they spend up to \$2.7 million annually.

## 400+

### DEVICES DEPLOYED IN 100+ LOCATIONS

Atrium Health partnered with AMN Language Services to determine the best deployment for video remote interpretation devices. Hospitals were deployed first, followed by outpatient areas. The year to date average is more than 103K video remote interpretation minutes per month, without a reduction in over the phone or staff interpretation use.

## \$1.5M

### SAVED ANNUALLY IN CONTRACTED INTERPRETER COSTS

The majority of contracted interpretation minutes were transitioned to video remote interpretation, offering patients timelier care without sacrificing a face-to-face connection. Over the phone and staff interpretation usage has remained constant, but with the transition Atrium Health has still seen more than **40% in savings**.

## WHAT IS VRI?

Video Remote Interpreting (VRI) refers to a real time video connection with signed and spoken language interpreters. AMN Language Services provides medically qualified interpreters in hundreds of languages. Prior to video remote interpreting, healthcare facilities relied on a combination of over the phone interpretation, which is immediately accessible yet lacks visual communication, or onsite interpretation, which is slow and often expensive, especially through an agency. Prior to their VRI deployment, Atrium Health had a robust network of over-the-phone, staff interpreters, and agency interpreters. VRI filled the unmet need of rapid visual connection. Atrium health was able to transition most of their agency encounters to VRI, saving their facilities time and money, while simultaneously improving patient satisfaction.

## PATIENTS PREFERRING VRI

Despite HIPAA regulations, Deaf/Hard-of-Hearing communities are often small and tight-knit. Local onsite interpreters are likely to know deaf patients and their families personally. This can put deaf/hard-of-hearing patient in difficult situations as they find themselves torn between bring forthcoming with healthcare providers, and worrying that personal medical knowledge will be shared within their communities. Because of this, some patients actually prefer VRI to local onsite interpreters. There is a deaf patient at Atrium Health who makes the sign for “screen” every time he comes in for an appointment, because he prefers to communicate via someone outside of his personal circle of acquaintances.

## TREATING PATIENTS QUICKLY AND EFFICIENTLY

Two of the most significant benefits of VRI are the immediacy and the face-to-face connection video provides. Both of these benefits were put to tremendous use with a deaf psychiatric patient during the early pilot stages of the VRI deployment at Atrium Health. A deaf woman presented at the Emergency Department at an Atrium Health Behavioral Health facility. The providers called for an onsite interpreter, but the patient was left without communication while she waited. A nearby tech noticed something amiss with the patient, and grabbed a video remote interpretation device in order to communicate more quickly. Through VRI hospital staff came to learn that their patient was suicidal. Treatment was initiated immediately, something that would not have been possible without access to on-demand video interpreters.

## LOWERING COSTS, IMPROVING SATISFACTION

### TRANSITIONING AGENCY ENCOUNTERS TO VRI

VRI filled a prior unmet need at Atrium Health – providing patients with quick face-to-face access to medically qualified interpreters in a variety of languages. Atrium Health staffs Spanish interpreters only, so patients speaking any other language had to rely on either phone, or contracted interpreters. VRI made patient encounters quicker, easier, and more efficient, while still saving the organization more than \$1.5M in their budget.

### IMPROVING PATIENT SATISFACTION WITH VRI

Patients at Atrium Health have reported wonderful encounters with their video remote interpreters. Clearing up communication barriers quickly has rapidly improved care delivery for patients who used to struggle to understand their providers.

### TECHNOLOGICAL INNOVATION AT ATRIUM HEALTH

Atrium Health has already rolled out Remote Interpretation in their hospitals and inpatient facilities, and continue to seek innovative solutions for patient centric care.

