

**Telehealth Interpretation** – this seems to be the term that is being used for interpretation via multipoint video conferencing. This is as opposed to **virtual remote interpretation (VRI)** with the interpreter on a separate screen.

All companies do American Sign Language interpretation, but it usually costs a little more than other languages.

More common languages sometimes cost less than less common ones. With all the companies, more languages are available by phone than by videoconference. Typically, 20-30 languages are available by videoconference and over 200 by phone.

When considering a telehealth platform, you may want to have one that allows the interpreter to call into a session by phone. This is especially important if less common language interpretation is needed.

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| <b>MCIS</b>                               | Judy Abraham <a href="mailto:judy@mcis.on.ca">judy@mcis.on.ca</a> (sales), Andrea Levin <a href="mailto:andrea@mcis.on.ca">andrea@mcis.on.ca</a> (support). Their interpreters can be included on video conference calls in the client’s telehealth platform. Charges are by the hour. They are available by scheduled appointment or on demand.  |
| <b>Boostlingo</b>                         | Francis Barte, <a href="mailto:Francis@boostlingo.com">Francis@boostlingo.com</a> . They have established VRI services and began telehealth interpretation on May 8. Interpreters are available on-call with no scheduling option. The interpreter sends a link to all parties and everyone joins the call with one click, no app to download, call starts in 15-30 seconds. Interpreters can be selected by gender and specialty if available. (They have interpreters available for different industries.) Data is tracked for the client and charges are by the minute, with no minimum number of minutes. <a href="https://boostlingo.com/the-platform/">https://boostlingo.com/the-platform/</a>   |
| <b>Interpreters and Translators, Inc.</b> | Diana Pagano <a href="mailto:dpagano@ititranslates.com">dpagano@ititranslates.com</a> (sales), Pamela McMahon <a href="mailto:pmcmahon@ititranslates.com">pmcmahon@ititranslates.com</a> (government account manager). They can be used through Zoom or through the client’s telehealth platform. They provide both scheduled and on-demand options. Scheduled appointments can be in 30- or 50-minute increments, and on-demand appointments are billed by the minute. Document translation in preparation for appointments is also available. <a href="https://www.ititranslates.com/Telehealth-and-telemedicine/">https://www.ititranslates.com/Telehealth-and-telemedicine/</a>   |
| <b>Akorbi</b>                             | Stacy Harjer, <a href="mailto:sharjer@akorbi.com">sharjer@akorbi.com</a> . They are integrated with Zoom and are exploring a partnership with Webex. Most appointments are scheduled, but they can be scheduled with short notice (1 hour ahead of time). At the time the appointment, three parties at different sites can be invited, but once the call starts, more people can be added. The interpreter hosts the call and Akorbi’s platform provides data tracking. Provider training is complimentary. There is no minimum number of hours per month, charges are per hour, \$60-\$80 per hour depending on the language. If there are multiple calls that are less than one hour, the number of minutes can be combined to count as a one hour call. |

## Telehealth Interpretation

Page 2

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| <b>Stratus</b>    | Elaine Savage, <a href="mailto:esavage@stratusvideo.com">esavage@stratusvideo.com</a> . They recently purchased InDemand which is one of the larger players in the VRI market. Telehealth interpreters are available through their app and integration with multiple other platforms including Zoom, Vidyo, and American Well. Free training is available for providers. <a href="https://vimeo.com/252574435">https://vimeo.com/252574435</a> , <a href="https://vimeo.com/319927643/21a7183150">https://vimeo.com/319927643/21a7183150</a>  |
| <b>ViTel</b>      | They are only available through the Vidyo platform and sessions are available on-demand.  |
| <b>Bluestream</b> | Bryan Lucas, <a href="mailto:blucas@bluestreamhealth.com">blucas@bluestreamhealth.com</a> . Bluestream is a telehealth platform, not an interpretation company. They contract with healthcare institutions to implement telehealth services, and they contract with interpretation companies to help them implement telehealth interpretation. Three different contracts are needed to make this work: healthcare institution with Bluestream, healthcare institution with interpretation company, and interpretation company with Bluestream. They currently contract with about 20 interpretation companies, but that number is increasing. This is only a good option if the institution the provider works for is already using Bluestream as its telehealth platform and contracting with an interpretation company that is also contracting with Bluestream. Very convoluted otherwise. |