



# Virtual VRI Assistant

## Challenge

With the evolution of our healthcare system to a patient centered model of care and the emphasis on patient engagement, it is more important than ever to make sure our Limited English Proficient (LEP) individuals can communicate with their practitioners during diagnosis, treatment and management of their healthcare issues. How can you quickly bring in an interpreter that has the correct medical interpreting skills and is available when and where needed?

## Solution

The Virtual VRI Assistant is based on the Tryten Nova Pro which is a non-powered, lightweight, easy to push-and-position, multi-functional cart that can quickly and easily be moved to the patient point of care. When a LEP patient is in need, **remote video interpreters** are easily accessed avoiding the typical travel wait time that is required for a face-to-face interpreter or the challenges involved with only having access to a phone-based interpreter.

## Benefits

- Can be quickly positioned to access a video interpreter eliminating the time lost when an interpreter travels to the point of care.
- Enables tablets to tilt 60 degrees, horizontal pan 180 degrees, rotation around axis of 360 degrees which means LEP patients can see the interpreter even if they require a different orientation of the tablet.
- LEP patients can access remote video interpreters in a timely fashion providing a better patient experience, more accurate diagnosis, treatment plans and improved outcomes.
- Not only can you avoid prescheduling and block time purchasing with on-demand video interpreter services, but the Nova Pro is usually 30-50% less than other like systems. .

