

The Stratus Call Center:

How Placing Staff Interpreters on the Stratus Video Platform can Improve Performance and Efficiency

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What is a Stratus Call Center:

- An in-house center that connects your staff interpreters to the Stratus Video video remote interpretation platform.
- Any VRI and/or OPI calls made within your facility will route to your interpreters first.
- Interpreters stay in one place, and take calls from all over your facility.
- Interpreters are set up in a separate, private room with several interpreter workstations.
- An interpreter workstation consists of a desktop computer, a high resolution camera, a blue background, and soft foreground lighting.

Benefits of the Stratus Video Call Center:

- To The Providers: Providers see a familiar face when they place a call to a video interpreter.
- To The Patients: If they are repeat patients, they will recognize the familiar face as well. The provider's familiarity with the interpreter helps to establish a comfortable environment faster.
- To The Interpreters: No more running around! They can spend less time in transit and more time interpreting.
- To The Facility: Interpreters are spending more time interpreting, this increases efficiency and lowers cost.

Atrium Health Case Study:

- Their interpretation need:
 - There are approx. 360K yearly interpreting encounters. Top languages are Spanish, Vietnamese, Burmese, French, and Arabic.
- Their Stratus Video Call Center:
 - Open 7 am to 4:30 pm.
 - Consists of six Spanish interpreters and one supervisor.
 - They are able to capture 40% of the Spanish volume at Atrium health. 60% rolls to Stratus Video interpreters.
- Why their patients and providers like it:
 - They get to see a familiar face on screen and the Atrium logo in the background of their calls.
- Why administration likes it:
 - Interpreters are spending more time interpreting, rather than moving from one engagement to another across the health system.
 - This saves them money! Since the Call Center implementation, Atrium Health has avoided more than \$382,500 in onsite interpreting costs by routing VRI calls to their own interpreters.
- Why interpreters like it:
 - No more risk of hospital infection or bodily harm
 - They are no longer scheduled for holiday coverage since Stratus Video interpreters can be used.
 - They spend less time commuting between engagements.