

Advancing Health Equity

Hosted by George Lillig, Zoom & David Fetterolf, Stratus Video

Intro to Zoom

- Zoom for telehealth
- Reliably delivers consistent clinical user experiences,
- Seamlessly integrates into your technology and workflows,
- Keeps you connected and compliant. Enables HIPAA/PIPEDA compliance
- With high quality video, even in low-bandwidth environments, organizations can support healthcare teams and patients around the globe.

Language Access in Healthcare

- Section 1557 requires the use of a qualified interpreter and expressly bars the use of an ad-hoc or untrained interpreter.
- Studies have shown the use of ad hoc interpreters lengthens encounters and increases the number of communication errors resulting in adverse effect. Bilingual staff must first be trained and tested extensively in medical interpretation to be qualified.

The Zoom / Stratus Video Integration

- From the Zoom dashboard, tap Stratus Video to open the app.
- Select the language needed from a drop down video.
- A medically qualified interpreter in the language requested will then be added to the telehealth session.
- It's that easy!

Patient Benefits

- LEP, Deaf & Hard of Hearing (HoH) patients can now participate in telehealth programs.
- Improved patient engagement, adherence & outcome for LEP telehealth patients
- Improved health equity for LEP patients

Provider Benefits

- Helps ensure compliance with federal regulations.
- Improves efficiency of the language services department.
- Expands reach of language services with additional access point.
- Improves providers' ability to effectively communicate with a significant percentage of the patient population.