Stratus Video Interpreting Services

Stratus Video combines the benefits of face-to-face interpretation with the on-demand nature of over-the-phone interpretation. It integrates with OCHIN Epic’s Zoom Video Visits to ensure that all patients have equal access to the same level of care, regardless of where they are seen or the language they speak.

OCHIN Zoom Integration

Limited English proficiency (LEP) is often a barrier to access and quality health outcomes for many patients. Stratus Video integration with OCHIN’s hosted Zoom platform makes telehealth calls accessible to LEP, deaf, and hard of hearing patients for the first time for more equitable health care delivery. Now, these patients can remotely connect with their providers without needing to rely on an ad hoc interpreter like a family member or friend.

How It Works

When a provider uses Zoom for a patient consult where the patient requires an interpreter:

- The provider may select the language with which they need assistance and add a Stratus Video interpreter to the call.
- Interpreters are available in 36 languages, including American Sign Language.
- Once the Stratus Video call is initiated, a medically qualified interpreter will join in 30 seconds or less, establishing a three-way video call between the provider, the patient, and the interpreter.
- All Stratus Video and Zoom calls are fully encrypted and HIPAA compliant.

Note: In order to use Stratus Video, members must be set up with OCHIN MyChart Virtual Visit functionality using Zoom or plan to set this up as part of enabling Stratus Video integration.

Benefits of Stratus Video

- 36 languages currently available, including American Sign Language (ASL)
- 3,000+ medically qualified interpreters, ensuring quality and compliance
- Fully encrypted and HIPAA compliant
- Video can improve communication over traditional, audio-only language support
- Serves everyone, including telehealth patients, regardless of primary language spoken or hearing ability
- Ensures all patients have equal access to the same level of care

GETTING STARTED

Stratus Video is available to OCHIN members through a statement of work. Contact your OCHIN Account Manager to learn more or get started.