CASE STUDIES

HEALTHCARE & RESEARCH CASE STUDIES

Three engagements where trained, medically qualified interpreters kept complex care and research moving: in person, over video, and by phone.

On-Site Interpretation | VIS | OPI

CASE STUDY 01

In-Person Interpretation for Federal Biomedical Research



Overview

A U.S. government agency leading biomedical and public health research needed a high volume of in-person interpreters trained specifically in medical and scientific communication.

The challenge

Research teams work with patients from many countries, many with limited English proficiency. Skilled interpreters were critical to the research itself, and the work required:

- Fluency in complex medical and scientific terminology
- In-person delivery for every assignment
- A high degree of cultural sensitivity and nuance

CASE STUDY 01

Solution & Results

16,000+ linguist network

Access to Ad Astra's network of more than 16,000 trained linguists.

Accredited training

Additional in-house training through our accredited Training Department, so every interpreter was medically qualified.

The soft skills that matter

Interpreters who bring the cultural sensitivity and nuance the client's research requires.

2017

Partner since

A relationship built over years of high-stakes research support.

~16,000

In-person interpretation appointments

Filled with trained linguists over a four-year period.

CASE STUDY 02

Video Interpreting for Medical Research, Education & Care



Overview

A world-renowned healthcare organization and academic institution, spanning medical education, research, and clinical care, needed to move from in-person interpretation to fully scaled video interpretation, fast.

The challenge

During the COVID-19 pandemic, many of the client's locations could not allow in-person appointments. Patients with limited English proficiency and patients who are deaf or hard of hearing still needed interpreters, so the client needed a fully scaled Virtual Interpreting Services (VIS) solution right away.

CASE STUDY 02

Solution & Results

Rapid VIS rollout

Medically trained, certified interpreters over video, keeping patients and staff safe.

Safe in-person coverage

Where in-person work was still required, interpreters wore PPE, including clear masks for ASL.

Staff trained in weeks

Virtual training for client staff on using VIS, delivered within weeks of the request.

2021

Remote services since

Video interpreting scaled up as in-person access closed.

8,000+

Remote interpretation appointments

Covered by trained, medically qualified linguists.

CASE STUDY 03

Phone Interpretation for Independent Care Management



Overview

An independent care management organization, serving the public and private sectors with everything from utilization review to complex case management, needed a large pool of medically qualified interpreters by phone.

The challenge

The client needed accurate, timely phone interpretation across many common and rare languages. Every interpreter had to be medically qualified, since conversations regularly involve medical terminology and procedures.

CASE STUDY 03

Solution & Results

Common and rare languages

A dedicated interpreter pool covering every required language, drawn from our 16,000+ trained linguists.

Medically qualified

Additional in-house training through our accredited Training Department.

Fast connections

Our proprietary technology platform delivered the speed phone interpreting demands.

3,600+

Calls handled in 2024

By trained, medically qualified linguists.

5 / 5

Client satisfaction (CSAT) rating

Five out of five stars from the client.

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Let’s talk about your program

In person, over video, or by phone, Ad Astra connects your teams with trained, medically qualified linguists in 300+ languages, 24/7/365.

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