CASE STUDY · ACADEMIC MEDICINE

MEDICAL INTERPRETING FOR AN ACADEMIC MEDICAL CENTER

Live interpretation, around the clock, across 40 sites, built into the systems clinicians already use.

Live Interpretation | OPI | VRI | EHR Integration

Overview

Ad Astra has partnered with a Mid-Atlantic academic medical center since 2010, delivering language services shaped around the realities of a major health system.

The partnership is built on continuous improvement and close alignment with industry standards, so communication keeps pace with care.



Scope of Services

One partner covering every site, every shift, and every language need.

200+

Spoken languages & dialects

Live interpretation for patients and families

24/7/365

Availability

Continuous support, every day of the year

40

Sites supported

Coverage across the client's network

EHR

Fully integrated

Connected to the patient portal

Performance & Results

100% compliance

Achieved in the annual audit against Joint Commission standards.

100% immediate response

Every request for linguistic support met with an immediate response.

Built-in flexibility

During severe weather or unforeseen delays, we provide phone or video remote interpreting at no extra cost.

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Looking Ahead

Ad Astra will keep growing alongside the medical center, expanding our offerings through deeper technology integration and training to meet the emerging demands of healthcare communication.

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