ad astra

CASE STUDY · HEALTHCARE

CART AND VIDEO REMOTE INTERPRETING FOR A MID-ATLANTIC HEALTH SYSTEM

How on-site CART and video remote interpreting helped a Mid-Atlantic health system give patients timely, accurate medical information.

CART | VRI | Account Management

The Challenge

A large Mid-Atlantic health system needed to communicate vital health information to patients with limited English proficiency and patients who are Deaf or Hard of Hearing.

The barriers

- No real-time accessibility during medical consultations
- Communication gaps that delayed patient care
- Limited resources for a wide range of language needs



The Solution

A tailored set of communication access services built around the health system's needs:

On-site CART

Communication Access Realtime Translation using specialized stenography equipment, putting real-time text in front of patients during consultations.

Video Remote Interpretation

Immediate language support over video, so providers and patients understand each other in the moment.

Dedicated account team

A Client Success Manager and Project Manager who kept integration seamless and communication open.

Results

Since partnering with Ad Astra, the health system has seen measurable improvements in patient communication:

99%+

Positive feedback

On accessibility and communication during medical consultations

Fewer

Care delays

Communication-related delays reduced through on-site and virtual interpreting

Higher

Satisfaction

For patients and staff alike, across a wide range of language needs

Continued collaboration keeps communication access at the center of patient care.

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Let’s talk about your patients

On-site CART, video remote interpreting, and dedicated account support, delivered in 300+ languages and signed languages, 24/7/365.

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