CASE STUDY · HEALTHCARE

MEDSTAR HEALTH: REAL-TIME COMMUNICATION IN EVERY CONSULTATION

How on-site CART and video remote interpreting helped MedStar Health give patients timely, accurate medical information.

CART | VRI | Account Management

The Challenge

MedStar Health, one of the nation’s leading healthcare providers, 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 MedStar Health'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, MedStar Health 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 MedStar Health a leader in accessible healthcare communication.

ad astra

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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