

Access Certified Medical Interpreters within 30 Seconds

VIDEO REMOTE INTERPRETING

InDemand Clarity is an easy-to-use one-touch application designed to help improve patient / clinician communication and help organizations meet compliance regulations, support clinical efficiencies and improve outcomes.

Delivering the highest quality high-definition video and audio available, InDemand's next generation application enables providers to quickly connect to experienced medically certified interpreters via video or phone 24/7, 365 days a year, in over 250 languages.

Custom interactive analytics and reporting dashboards provide real-time insights into performance, usage and costs, allowing organizations to maximize the impact of language access programs.

Quickly and easily add live, medically certified interpreters into almost any telehealth encounter with the InDemand industry neutral platform.

- **Easy-to-Use**
- **Cloud-Based**
- **High-Definition**
- **Intelligent Analytics**
- **Anytime, Anywhere on Any Device**



Easy-to-use, One-Touch User Interface



Crystal Clear Video and Audio



Custom Interactive Analytics and Reporting



Available for Laptops, PCs, tablets, and phones running Windows, Android, or iOS



Seamlessly integrate medically certified interpreters into existing telehealth platforms

Features & Benefits

- **Crystal Clear Image and Voice**
High definition video and audio for clear communication
- **One-Touch Connect**
Quickly initiate a call with a single touch
- **Easy to Find Languages**
Large buttons with English and native spelling, and flags
- **Advanced Language Search**
Search by language, country, or region
- **Video and Voice Interpreting**
Access both video and voice interpreting from one application
- **Stable and Adaptable**
Capable of handling normal fluctuations in network quality
- **Addresses Patient Sensistivities**
Select a male/female interpreter and turn on privacy curtains
- **Adjustable In-Call Settings**
Adjust video, audio, and view layout
- **Hands-Free Operation**
Interpreters can remotely control call settings for more efficient encounters
- **Add 3rd Party Voice Participants**
Invite specialists or family members to conference
- **Include Additional Interpreters**
Easily add more interpreters to the conference
- **Review Forms In-Call**
Upload common forms for interpreters to review with patients
- **Submit Call Feedback**
Submit encounter ratings for quality monitoring and improvement
- **Telehealth Integration Support**
Access interpreters from any SIP, Tokbox, or Vidyo-based telehealth platform
- **Access Usage Data Analytics**
Analytics dashboards for performance, usage, costs across facilities and departments
Real time cart status monitoring and call logs
Customize alerts and export reports
- **HIPAA Compliant**
HIPAA Compliant, secure cloud-based architecture

Features by Category

IN-CALL CAPABILITIES

Video and Audio Controls

Remote/Hands-Free Settings

Typed Messages from Interpreter

Window Layout Options

Privacy Curtains

Test Calls

Rate Calls

Patient Information Capture

Single or Multiple Video Interpreters

Invite 3rd Party Voice Participant

Review Forms

CALL ROUTING & HANDLING

Route by: Language, Gender and Skill

Route to last interpreter (<20 min)

Route to voice
(if video language is unavailable/not staffed)

Operator Support
(if all video language interpreters are busy)

Interpreter Transfer

Call Technical Support

Internal Call Center Capability

SETTINGS

Video: Quality Selection (best quality by default), Default View Layout Selection

Camera: Select device

Audio: microphone and speaker device selection; echo cancellation, auto-microphone level

Server Configuration: IP and Port

Options: save password, autologin, play at tone when participants join/leave, show participant name, adjust ringtone volume

CUSTOMER PORTAL: USAGE DATA & ANALYTICS

Detailed Call Log

Real-Time Device Monitor

Usage, Performance (Ratings), and Cost Analytics

Analytics Dashboards: Minutes, Encounters, Devices, Costs

Analytics Filter by: Organization, Facility, and Department; Modality; Time Periods

Export Data and Graphs; Import Data

Set Alerts for Usage, Performance, and Costs

Access Billing Information

Submit Feedback

SUPPORTED DEVICES

PC: Microsoft Windows 7, 8 or 10

iPad: Model AIR or greater (AIR, AIR 2, PRO)

iPhone: iOS9 or greater, iPhone 5 or greater