



NEWS RELEASE

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Video remote interpreting technology used to improve communications and care

(Anderson, S.C. – April 13, 2018) – A trip to the hospital can be daunting. If you don't speak or understand English, that hospital visit can be overwhelming and detrimental to your health.

AnMed Health has embraced an innovative and relevant language service to better communicate with non-English speaking patients. "The physicians and medical staff need to understand the patient and the patient needs to understand them," said Dr. Thomas Kayrouz, executive vice president and chief medical officer AnMed Health.

AnMed Health is using a video remote interpreting (VRI) technology which allows our qualified medical interpreters to connect to any providers' location throughout the eight-county footprint of AnMed Health.

The VRI technology is cost effective for AnMed Health; quick, convenient, proficient and free for patients. The video remote interpreter device is comprised of an iPad mounted on a rolling stand that allows the interpreter to be in the room virtually with the medical staff and the patient. "It allows eye contact for everyone and a clear view of facial expressions that lead to a more genuine interaction in real time," said Dr. Kayrouz.

Demand is high for qualified medical interpreters for Spanish, Russian/Ukrainian and American Sign Language. Friends, family and the medical staff are not permitted to serve as an interpreter.

About AnMed Health

AnMed Health is a 648-bed, not-for-profit health system serving the Upstate and northeast Georgia. The system is anchored by AnMed Health Medical Center, a 461-bed acute care hospital which has earned the prestigious Magnet® designation. The four-hospital system includes AnMed Health Women's and Children's Hospital, AnMed Health Rehabilitation Hospital and Cannon Memorial Hospital in Pickens, S.C. With more than 400 physicians and 3,700 employees, AnMed Health is Anderson County's largest employer. Learn more about AnMed Health at www.AnMedHealth.org.

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