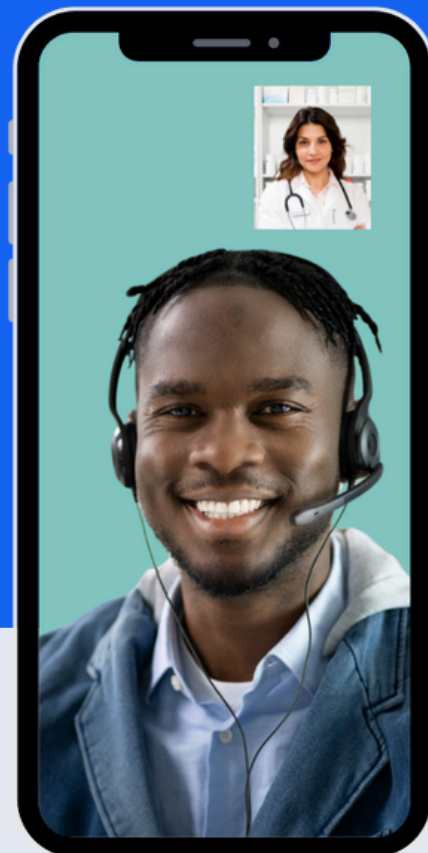


How CAN Community improved the patient experience with video remote interpreting (VRI)



"Technology should never be a barrier. Boostlingo makes everything easy."

- Carolina Cesa, Practice Administrator



About CAN Community Health

Founded in 1991, CAN Community Health is a Federally Qualified Health Center (FQHC) leading HIV care across the Southeastern U.S., including 37 clinics and mobile units serving more than 15,000 patients annually.

About CAN Community Health Orlando

At CAN Community Health's Orlando clinic, Carolina Cesa, Practice Administrator, realized Boostlingo was only on phones. Drawing on her experience, she convinced leadership, got admin rights, and loaded the app onto every laptop. Staff now open the camera with a single click, letting patients in Spanish, Creole-French, Portuguese, and even American Sign Language (ASL) see and be seen.

Key outcomes



Video
interpreting supported



8s
average connection times



4.8
4.8/5 average interpreter rating



more personalized care
for HIV patients

Case Study

The challenge

Providing a personal experience to HIV patients with phone interpreting

Daily encounters span Spanish, Haitian Creole, Portuguese, and ASL. Audio-only phone interpreting felt impersonal and sometimes eroded trust, while ad-hoc front-desk solutions slowed check-in and drained staff time. The team needed a faster, more human way to bridge language gaps without new hardware or complicated workflows.

“We try to help patients understand the treatment plans and make sure that they tell us what they need so we can assist with whatever they're looking for. Phone interpreting was not as personal as it is when you're looking at someone face-to-face.”

- Carolina Cesa, Practice Administrator



boostlingo

Case Study

The Solution

24/7 device agnostic video interpreting platform

Cesa rolled out Boostlingo's device-agnostic VRI platform to every exam room, giving clinicians a single-tap path to an interpreter. From any clinic computer or tablet, they tap the call icon, choose a language, and connect in seconds—no passwords, PINs, or extra hardware. The same interface delivers round-the-clock access to American Sign Language and more than 300 spoken languages, so every patient encounter starts on equal footing.

“From an admin standpoint, adding a new provider is literally an email and a click,” Cesa notes. “For clinicians, they tap the icon, pick the language, and they’re ready to care.”



“This is very easy.
You choose the
language and
use the camera.”

- Carolina Cesa

The Results

Better care with high quality video

Within six months of launch, video sessions climbed from zero to thirteen percent of all interpreting calls. Wait times plummeted to an eight-second average, and the app interpreter rating by staff now returns a 4.8 out of 5 quality score. Clinicians report stronger rapport, especially with Deaf or Hard-of-Hearing patients: “Remote interpreting calls connect without delay and have great video quality,” says Cesa.



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 [See Boostlingo in action.](#)



Don't let language be a barrier

Don't let language or technology be a barrier to better care. Boostlingo puts qualified medical interpreters in American Sign Language and 300+ languages just a tap away, so every patient sees and is seen. Use video or phone, from any device.

“It's a good tool to have. *It's very easy.* It's going to help your patients and the people you're trying to serve.”

- Carolina Cesa, Practice Administrator