Case Study:
Orthopedic institute

Meets compliance requirements and growing demand with on-demand interpretation

Orthopedic Institute

The Orthopedic Institute (OI) is an orthopedic care provider, boasting a group of over 100 fellowship-trained physicians who specialize in the musculoskeletal system. As a one-stop solution for orthopedic concerns, they offer comprehensive physical and occupational therapy, ensuring patients are supported throughout their healing journey. As they experienced an increase in demand for language services post-pandemic, the challenge of reliably and effectively communicating with a diverse patient demographic became evident.

The Challenge

Faced with an increasing cultural mix, particularly post-pandemic, the institute found the demand for language services skyrocketing from a few times a week to several times daily. This posed significant challenges:

- **Growing Language Barriers**: The influx of multicultural populations meant more patients with diverse language needs.
- **Scheduling Issues**: Relying heavily on on-site scheduling and miscommunication often led to patients arriving unannounced with distinct language requirements.
- **Financial Hurdles**: No-show limited English proficiency (LEP) patients meant paying for unused interpreter services.
- **HIPAA and ACA Compliance**: Ensuring patient confidentiality and adhering to health regulations were paramount.

The Solution

The institute's physical therapy team implemented Boostlingo On-Demand. The real-time access to interpreters quickly proved invaluable. Given its cost-effectiveness, real-time availability, and positive feedback from the therapy team, Boostlingo soon became the interpretation solution of choice across all entities.

- **Video Remote Interpreting**: A favorite feature among elderly patients, this allowed patients to connect with interpreters visually, fostering trust and understanding.

Results

12.6s — Average Response Times over one year.

24 — languages served over one year.

✓ — Met OCR compliance requirements.

"With Boostlingo, our Physicians hit their regulatory marks. They don't have compliance knocking on the door and it gives them an opportunity to just treat their patients. They don't need to worry about anything else. This really checks off that box."

Michelle R.
Director of Compliance and Risk Management

- **Quick Response Times:** The fast access to interpreters ensured a smoother experience, improving patient satisfaction.
- **Operational Efficiency**: They could now access interpreters when needed, facilitating effective communication, even during unexpected visits and outbound calls to LEP patients.
- **Regulatory Compliance**: Meeting all regulatory requirements, Boostlingo emerged as an asset for the institute, ensuring that in any eventuality of a claim, they stood on solid ground.

Boostlingo Healthcare Features

Use on any device
Connect with a friendly, professional interpreter on your phone, tablet, or computer. You can set up both over-the-phone and video remote interpreting services with your existing devices.

A truly on-demand experience
Rely on quick connection times to one of 17,000+ professional interpreters in 300+ languages. 24/7 support for ASL, Spanish, and 90 other languages.

Flexible usage and easy user addition
Set up your backend office staff with access to Boostlingo. Easily add new users to the platform and enable all members of your team to follow up with LEP patients.

Qualified, professional interpreters
Access a network of medical interpreters compliant with HIPAA and ACA standards. Trust in our high-quality service standards with a 99.9% satisfaction rating.

HIPAA compliance and security
Ensure HIPAA compliance with features like automatic logouts, end-to-end data encryption, multi-factor authentication, customizable user controls, and routine security assessments.

Boostlingo team
Contact responsive and knowledgeable support staff at any point. Our account managers work with clients all over the country to help support their language support programs.

Integrating Across Departments

Beyond its introduction in the clinic, Boostlingo's versatility became apparent as other departments and employees, ranging from financial counseling to secretarial services, and even medical assistants, began to adopt the solution. It's become an essential tool in bridging communication gaps across various parts of the patient experience.

"I would urge all healthcare practices to use Boostlingo on the back end. We mainly use it in clinic with the doctors. But we have expanded to our financial department. They use it to reach out for any type of bill claim review. Secretaries and medical assistants also use it to follow up with LEP patients."

Meeting ACA Compliance Requirements

Ensuring compliance with federal civil rights laws is not merely a matter of following the law, but it's also essential for safeguarding patient care. For Michelle R., Director of Compliance and Risk Management, using Boostlingo has helped her organization meet their compliance requirements around providing language access, ensuring that patient communication is both efficient and aligned with regulatory standards. In today's healthcare landscape, adopting such solutions not only mitigates legal risks but also fosters trust and reliability in patient care.

Michelle shared, "Boostlingo has truly ticked all the boxes for us, both in terms of compliance and operational needs. Now, our primary focus is on training and addressing any internal issues. I'm confident in our solution. If ever faced with a claim of discrimination, I can firmly defend our company, knowing we've provided every possible option. Any issues might stem from internal miscommunications or workflow challenges. It's reassuring, especially when considering the proactive regulatory needs of our nearly 2,000 employees."

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Moving to On-Demand Interpretation

Before Boostlingo, interpretation services posed significant challenges for OI. Michelle recalled, "When a patient was in front of our doctors, we were at a loss. We couldn't communicate to tell them, 'I'm sorry, there's no one here fluent in your language to assist during this critical visit.'" OI's team would not proceed with these appointments.

In other situations, when interpreters were scheduled, OI bore the financial burden for no-show appointments. Michelle elaborated, "If a patient didn't show up, we were still on the hook for the language services we had scheduled. You can't predict these things – traffic, other commitments, life happens. So, in these situations, we lost money because we still had to pay the interpreters,". The move to on-demand, virtual interpretation mitigated these challenges and saved OI time and resources.

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