



CHECKLIST

Video Remote Interpreting (VRI) Service

1. Needs Assessment & Client Profile

- ☐ Verify organizational requirements for VRI (e.g., interpreting volume, languages, scenarios)
- ☐ Identify key departments and users who will rely on VRI
- ☐ Understand compliance obligations related to accessibility and language access
- ☐ Determine technical infrastructure readiness (devices, internet bandwidth)

2. Vendor & Solution Evaluation

- ☐ Review VRI platform features: video quality, connection stability, interpreter availability
- ☐ Assess interpreter qualifications and specialization for your sector
- ☐ Confirm service-level agreements (SLAs), including response times and uptime guarantees
- ☐ Evaluate data security and confidentiality measures



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3. Implementation Planning

- ☐ Develop a rollout plan including training for staff and users
- ☐ Set up user accounts and access permissions
- ☐ Test VRI sessions in real scenarios to troubleshoot technical or process issues
- ☐ Communicate the implementation timeline and usage guidelines internally

4. Operational Management

- ☐ Monitor session usage and interpreter performance regularly
- ☐ Provide support channels for users experiencing technical or service issues
- ☐ Track compliance with language access policies through VRI usage reports
- ☐ Schedule regular reviews with your VRI provider to address any gaps or improvements



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5. Feedback & Continuous Improvement

- ☐ Collect user feedback on interpreter quality and platform experience
- ☐ Analyze feedback trends to identify areas for enhancement
- ☐ Update training materials and processes based on user input
- ☐ Explore opportunities to expand VRI coverage or languages based on demand

6. Documentation & Reporting

- ☐ Maintain accurate records of VRI sessions and user activity
- ☐ Report on key performance indicators (KPIs) such as session volume, wait times, and satisfaction scores
- ☐ Ensure compliance documentation is ready for audits or regulatory reviews
- ☐ Share performance summaries with stakeholders periodically



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Customized Language Services for Healthcare Providers



200+

Languages



6000

Clients



4000

Translators

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- **Public and Community Health Organizations**
- **Language Access Departments**



**Video Remote
Interpreting**



**Over-the-Phone
Interpreting**



**ASL
Interpreting**



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