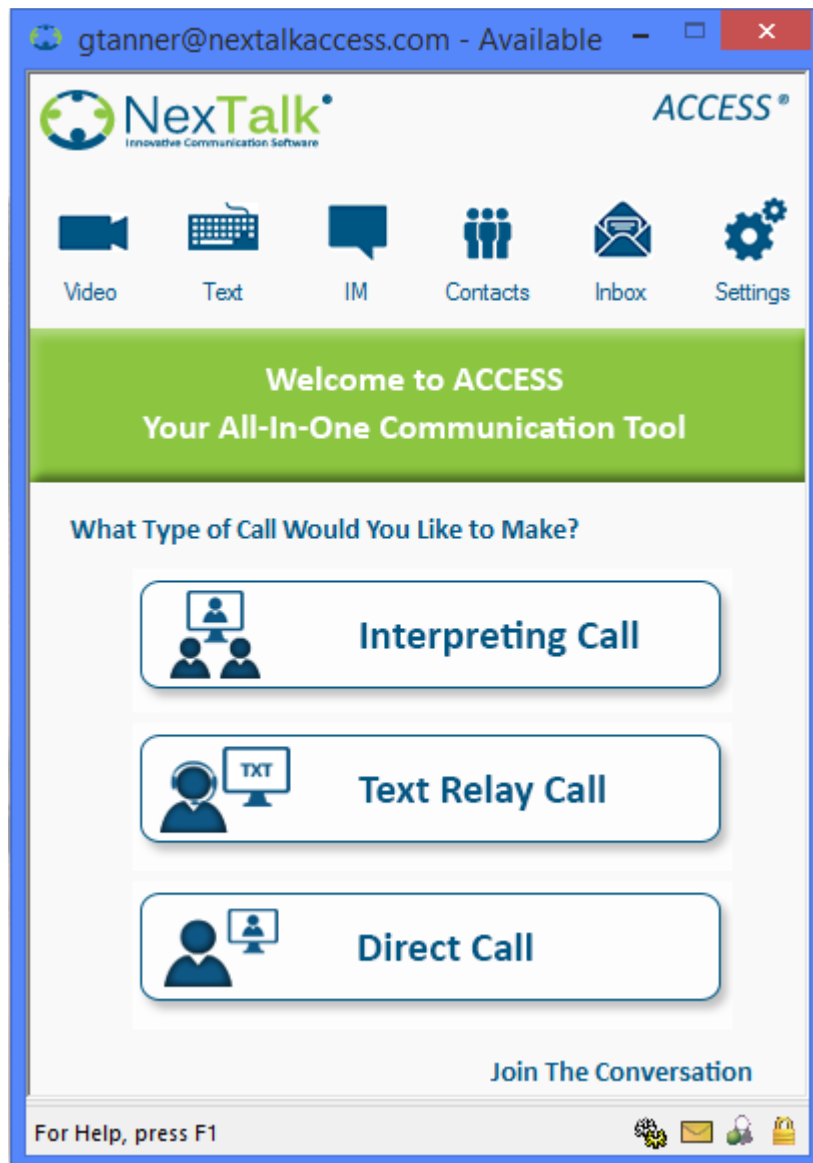# ACCESS ®

Healthcare

Accessibility Communication Software

ACCESS Healthcare is an all-in-one communication tool for the Deaf, Hard of Hearing and non-English Speaking

NexTalk ®
Innovative Communication Software

Features of ACCESS HC.......

Founded in 1990, under the name NXi Communications, NexTalk is a leading provider of communication solutions for the Deaf, Hard of Hearing and non-English speaking. In 2014, NexTalk introduced ACCESS, our latest communication platform for the Deaf, Hard of Hearing and Non-English speaking. ACCESS Healthcare (HC) is an all-in-one communication tool with communication features for both the facility and the patient.

Remote Interpreting ....
with **ACCESS** HC

The ACCESS HC Edition provides instant access to Interpreters for the Deaf and non-English speaking alike. This easy to use program can be installed on PC's, Laptops, Carts, and windows tablets.

Interpreting Call

The Interpreting call feature of ACCESS HC allows hospital staff to connect, on-demand, with interpreters for both Deaf (VRI) and non-English speaking (ARI) patients.

Video Remote Interpreting (VRI) - Video Remote Interpreting is an audio and video connection with an interpreter, used primarily for Deaf patients, it can also be used for non-English speaking patient who also wish to see the interpreter.

Audio Remote Interpreting (ARI) - Audio Remote Interpreting is an audio only connect with a spoken language interpreter. ARI is a companion to, or possible replacement of, traditional Over-the-Phone (OPI) interpreting. NexTalk partners with two of the nations largest OPI providers and has built the network-to-telephony bridge that allows our software program to talk with their telephone system.

How ACCESS HC Connects You to Interpreters

At the beginning of their shifts, Interpreters log into the Interpreter version of ACCESS, which connects them to the ACCESS Servers and places them in the pool of available interpreters waiting for incoming calls.

The NexTalk ACCESS Servers monitor the login and availability of interpreters and the on-demand interpreting needs of Clients.

Clients use the ACCESS HC program to connect to the ACCESS servers and select an interpreter based on specified needs. (language, gender, etc.)

The Savings of Remote Interpreting ....
with **ACCESS** HC

Working with Deaf and non-English speaking individuals presents a challenge. On-Site interpreting has been the answer for many years, but advances in technology have presented another option.....Remote Interpreting.

Remote Interpreting is a simple and less expensive option for providing interpreting services. Remote Interpreting is used as needed and requires no special equipment or dedicated resources. If you do a side-by-side comparison of on-site interpreting and Remote Interpreting, it is easy to see that Remote Interpreting is not only less expensive, but requires virtually no management or oversight. It also eliminates the concerns that are inherent with on-site Interpreting such as interpreters being delayed because of weather, traffic, vehicle breakdowns, accidents or poor navigation. Delays which frustrate patients/customers and invite potential litigation.

On-Site versus Remote Interpreting

	On-Site Interpreting	Remote Interpreting
Arranging Service	Call and determine availability	On-demand via the software
Minimum Fees	2 hour minimum (Ranges from $100 to $150)	None
Travel Fees	Charged by some providers	None
Wait time for interpreter	15 - 60 minutes	1 -2 minutes
RID Certified	Yes	Yes
Medical Interpreting Experience	Yes	Yes
Back-up for long sessions (interpreting session is many hours in length)	must prearrange or call for another interpreter	On-demand, (Interpreters can forward a call to another interpreter in real time)
Billing	Minimum fee, then many providers charge per hour or in predetermined blocks of time (i.e. 15 minutes)	Per minute (We only charge for actual time used)
Cancellation fees	Many providers require 48 hour notice or you will pay the minimum charge.	None
*Charge for a 15 minute interpreting session	$100.00 - $150.00	$45.00

*NexTalk has been providing Remote Interpreting services since 2008, our data shows that the average length of an ASL interpreting session for our clients is 12.47 minutes.

Where can Remote Interpreting be used? Any public-facing business should consider using Remote Interpreting. Businesses that commonly use remote interpreting include: Hospitals - Dr. Offices - Dentist - Chiropractors - Optometrists - Insurance Agents - Accountants - Courts - Law Offices - Jails - Schools.

Video Remote Interpreting ....

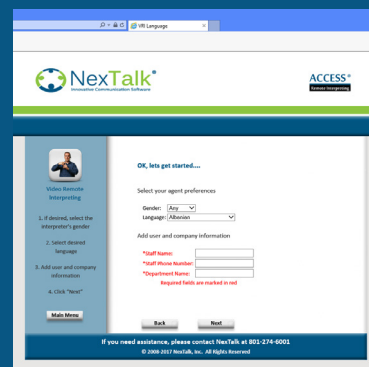## with **ACCESS** Remote Interpreting

Video Remote Interpreting (VRI)

While primarily used for communicating with the Deaf (connecting to ASL interpreters), VRI also connects to spoken language interpreters for select languages. VRI is a less expensive alternative to on-site interpreting and provides clients with on-demand access to interpreters.

Use the drop down menus to select desired gender and desired language.

Add additional information such as patient name, employee name, department or location. This information is captured and included in monthly reports.
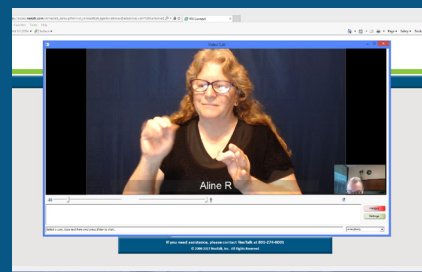

Use the drop down menus to select a specific interpreter or select first available. This is very valuable if you have worked with a specific interpreter in the past who knows the patient and the patient's circumstances.

Click place call.

Connect with the interpreter.

Video window can be adjusted to desired size. Chat field allows you to chat while in a video call.

Audio Remote Interpreting ....
with **ACCESS** HC

Audio Remote Interpreting (ARI)

Audio Remote Interpreting establishes an audio only connection between a non-English speaking person, an interpreter and the person the non-English speaking wishes to communicate with.

Audio Remote Interpreting presents another solution for spoken language interpreting. For the last few decades, we have used a service called OPI (over-the-phone interpreting). OPI is accomplished by using a dual handset telephone to allow an individual to connect to an interpreter for spoken languages. One handset is used by the non-English speaking person and the other handset is used by the English speaking person needing interpreting services.. These dual handset telephones are typically sold or leased to the users. While providing a good service, the OPI phone has always had the limitation of being connect to the telephone line. Even cordless units have to stay within a certain proximity to their base.

Audio Remote Interpreting

Choosing this option will create an audio connection with an interpreter

Audio Remote Interpreting provides the same functionality as the older, outdated OPI phone, however, because it is a network based solution, instead of a telephony based solution, it removes the barrier of being "anchored" to the telephone cord.

The ARI feature connects to spoken language interpreters for over 180 spoken languages (we can even connect to your existing OPI provider) and can be used any where you have a network connect. This includes public networks.... like cell phone providers. So the flexibility of ARI is tremendous.

It is not uncommon for users to add the ARI function as a companion to their existing OPI phones, providing greater flexibility and more options when an interpreting need arrives. Then there is the added benefit of using a single communication tool for both the Deaf/Hard of Hearing community as well as the non-English speaking community. This greatly simplifies training, education and support because you only have to work with one company and one communication tool.

Over-the-Phone Interpreting ....

with **ACCESS** Remote Interpreting

In addition to providing Instant access to spoken language interpreters via the Software program, NexTalk offers traditional Over-the-Phone (OPI) interpreting as well.

One of the most common ways to connect with interpreters for spoken languages is Over-the-Phone (OPI) Interpreting. NexTalk offers traditional OPI solutions that do not require special handsets or special telephones. Clients can use their existing telephones to connect real time to spoken language interpreters for over 200 spoken languages.

NexTalk has partnered with some of the industries best Language Service Providers (LSP) to ensure that your interpreting experience is accurate, concise and timely. Further, NexTalk offers some of the lowest per-minute interpreting rates in the industry.

No special phones or handsets required, can be used with existing phones.

Interpreter

Remote Communication Features ....
with **ACCESS** HC

One of the benefits of using ACCESS HC is that it provides communication access for patients both while at your facility and while at home. For example, placing and receiving TTY calls is one of the Deaf-centric features included in ACCESS HC. In addition to this feature being used by a Deaf patient to make outgoing TTY calls while at your hospital/facility, the facility can also use this feature to receive incoming calls from the Deaf and Hard of Hearing community. NexTalk will provide you with a public-facing TTY number that you can publish on your website and brochures. This number can be used by the Deaf and Hard of Hearing community to contact you.
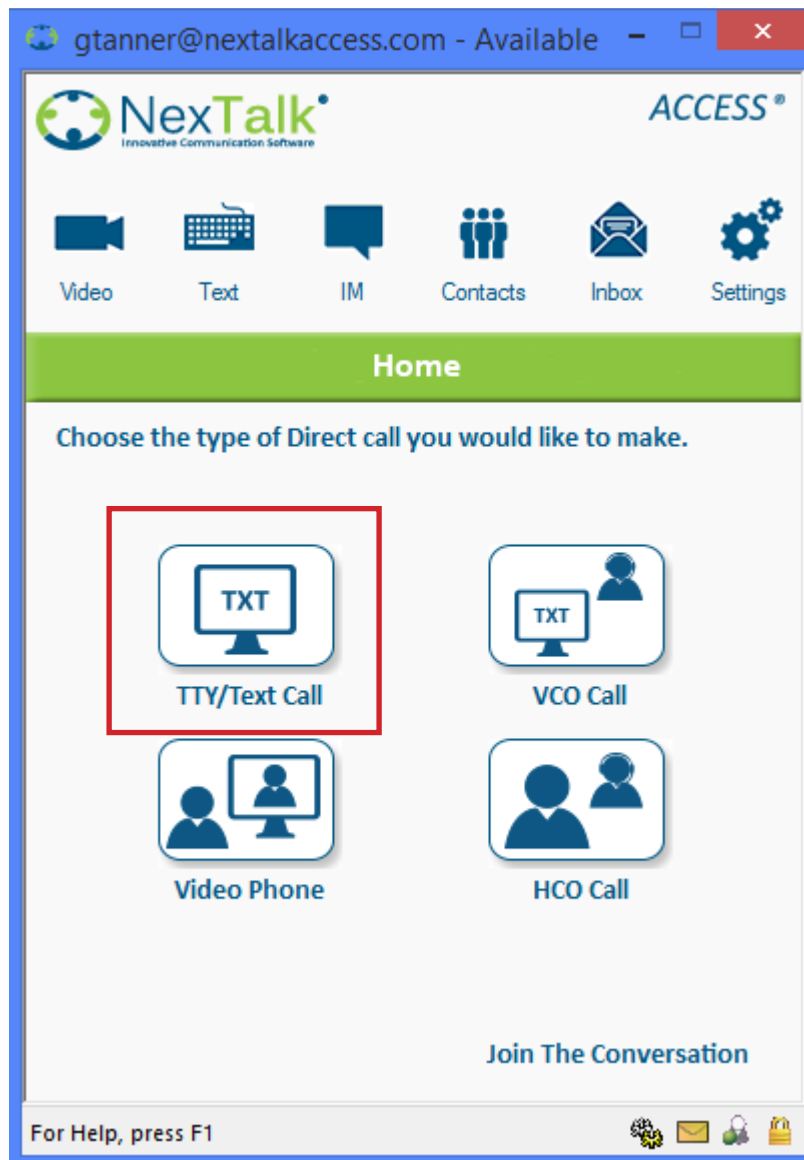
Unique Deaf-Centric Features ....
with **ACCESS** HC

One of the Benefits of ACCESS HC, is it is the only solution on the market that takes into consideration the communication needs of the patient after the patient is admitted into a room for observation or to prep for a procedure. When a Patient is admitted to a room, there communication needs change....and VRI no longer works for them. These Features are FCC funded, so they don't cost the hospital anything if the patient uses them.


Text Relay Call

Relay is a useful way for a Deaf person to connect with another person who does not have a TTY phone or TTY software. Patients can use this Relay Call feature to place calls as needed while in their room. Relay is free to use so you don't need to worry about how much time the patient is spending on calls.

TTY/Text Call

The feature allows patient to place outgoing TTY calls to insurance agents, schools, day cares, etc. There is no cost to use this feature. We can even arrange it so that the patient could receive incoming TTY calls to their room. This feature also works well for communicating with the nurses station. This feature is free to use

Video Phone

The Video Phone function is for Deaf patients who know American Sign Language. They can use this feature to place call to other ACCESS users and have an ASL conversation with them. This feature is free to use.

VCO Call
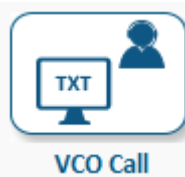
Voice Carry Over (VCO) is one of the most commonly used features by the Hard of Hearing. It is designed for those who can speak, but can not hear (think baby boomers). This feature connects the patient with their desired person and, using a NexTalk feature called SpeechPath, converts the callers speech-to-text for the Hard of Hearing patient to read on the screen. The feature is free to use.

HCO Call

Hearing Carry Over (HCO) is design for the Speech Impaired (can hear, but can't speak). HCO connects them to a communication assistant who acts as their voice. This feature is FCC funded so you don't need to worry about how much time the HCO patient spends on calls.

SpeechPath

Captioned Calls

According to the National Association of Deaf, there are over 48 million people in the United States that need some type of assistance with hearing. Of these 48 million people. Gallaudet University estimates, at best, 500k of them know American Sign Language. This means that better than 47.5 million people, almost 15% of the US population, needs text based conversation to communicate. The large majority of these 47.5 million people are our aged generation (think baby boomers). Incidentally, this also happens to be one of the largest demographics who frequents hospitals and clinics.

SpeechPath was created by NexTalk as a communication solution for these Hard of Hearing individuals. SpeechPath is a Speech-to-text feature that allows the Hard of Hearing to send and receive phone calls, while reading the text from the caller on their screen.

This can be used by both patients and Staff who are hard of hearing.

Below is a screen shot from a SpeechPath call to Amazon customer service.

Comprehensive Communications ....

<div align="right">

with **ACCESS** HC

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NexTalk's ACCESS HC (healthcare) is the most comprehensive accessibility and communication software program available. Unlike most VRI programs, ACCESS HC provides communication options for every situation, internal and external.

ACCESS HC offers complete ADA compliance.

Below are the features that come standard on ACCESS HC and how that compares to others who provide just VRI.

Feature	Use	NexTalk	Others
Video Remote Interpreting	Instant access to interpreters for American Sign Language and select spoken languages.	Included	Included
Audio Remote Interpreting	Instant access to spoken language interpreters for over 200 spoken languages via the software program.	Included	No
Over-the-Phone Interpreting	Instant access to spoken language interpreters for over 200 spoken languages via the telephone.	Included	Included
TTY Call Management	Provides your facility with a public facing TTY number that the deaf and hard of hearing community can use to call you. Includes the ability to receive those incoming calls at various locations (i.e. admitting, pharmacy, emergency, pediatrics, etc.)	Includes	No
SpeechPath	SpeechPath provides the hard of hearing with the ability to place and receive phone calls. The program converts the incoming speech to text, so the hard of hearing person can read it on the screen. Can be used by both patients and staff.	Included	No
In-room communication	The deaf-centric communication features of ACCESS HC allows a patient to communicate as needed once they have been admitted to a room. These features are exclusive to NexTalk and enable you to provide complete ADA compliance.	Included Exclusive to NexTalk	No

System Requirements ....

and other "technical stuff"

Minimum System Requirements:
Operating System: all Microsoft supported OS,
Computer Processor: Core 2 Duo or better
Computer Memory (RAM): 2GB or more
Video Card: 256 MB or better
Hard Drive Space: 120 MB

Firewall Requirements:
Port 2591 TCP to 52.176.3.208, 13.89.188.691 and
40.69.190.208
Port 5060 TCP to 209.90.125.10
(Audio Remote Interpreting Service)

Bandwidth:
256kbs/video connection or better.

Software Requirements:
.Net framework 3.5
DirectX 9c or better

Webcam:
All name brand webcams will work with NexTalk
ACCESS. NexTalk Recommends a 2.0 Mega Pixel
or better camera. (this applies to built in web
cams)

Speaker/microphone:
Using on board mic and Speaker will suffice.

Screen savers:
NexTalk recommends that you turn off all screen
savers on the VRI stations. If that is not possible,
extend the timeout to 90 minutes or more.

You may also need outbound UDP ports 50,000-65535 opened if you see a black video screen with no sound our picture. Below is the complete list with ports.

IP	TCP Port	Application	UDP Ports	Application
64.94.182.80	80/443/17992	TLS	N/A	N/A
75.98.89.68	443/17990	TLS	50000-65535	ICE/SecureRTP/SecureRTCP
75.98.89.69	443/17990	TLS	50000-65535	ICE/SecureRTP/SecureRTCP
64.94.182.83	443/17990	TLS	50000-65535	ICE/SecureRTP/SecureRTCP
64.94.182.84	443/17990	TLS	50000-65535	ICE/SecureRTP/SecureRTCP
209.90.125.10	5060/1852-1855	SIP	1852-1855	SIP Reg./Audio

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