LSA | LANGUAGE® SERVICES ASSOCIATES

VARIETYCARE

Case Study

Embedding Language Access into Virtual Care Delivery.

How VarietyCare Integrated LSA's On-Demand Interpretation Directly into Telehealth Workflows

- Interpreter Access Directly Within Telehealth
- Improved Visibility into Language Access Utilization
- No Separate Devices or Manual Workarounds
- Video and Audio Interpretation Available



Overview

Industry

Healthcare

Who is VarietyCare?

VarietyCare is one of the largest nonprofit Federally Qualified Health Centers (FQHCs) in the United States, providing affordable medical, dental, vision, and behavioral health services to patients regardless of insurance status, income, or ability to pay.

LSA Services

- **API Integration for Telehealth Language Access** enables healthcare providers to seamlessly add interpreters to virtual medical sessions and provide quality care to patients of all languages. Our API allows for easy integration with your existing platform.
- **Video Remote Interpretation (VRI)** connects individuals with professional interpreters through secure video and audio technology.
- **Over the Phone Interpretation (OPI)** provides instant access to professional interpreters in 300+ languages, 24/7/365.

Making Telehealth Accessible for Every Patient

As telehealth became an increasingly important component of patient care, VarietyCare sought to make language access as seamless in virtual visits as in traditional care settings.

Language Services Associates (LSA) partnered with VarietyCare to embed professional interpretation services directly into its telehealth workflow through an Application Programming Interface (API) integration with eVisit. Launched in March 2026, the solution enables providers to connect with qualified video and audio interpreters in seconds, without leaving the telemedicine platform or telehealth session.

By making language access a natural part of the virtual care experience, VarietyCare helps ensure patients can communicate in their preferred language while providers maintain focus on delivering care, uninterrupted.

The solution supports more efficient virtual visits, reduces workflow disruption, and improves access for patients with limited English proficiency.

Business Challenges

Addressing a Fragmented Approach to Telehealth Interpretation

Before the integration, there was no direct way to connect a virtual interpreter to VarietyCare's telemedicine platform.
Providers or medical assistants used iPads equipped with the LSA App to connect to an interpreter, then positioned the device near the computer being used for the telemedicine session.

This process required:

- Multiple devices during a single appointment
- Manual coordination of interpretation sessions
- Additional administrative effort from clinical staff
- Workflow interruptions for providers

VarietyCare sought a solution that would simplify interpreter access, reduce administrative burden, and enable providers to remain fully engaged with patients while minimizing technology-related distractions.

Improving Visibility into Language Access Utilization

The organization also wanted a clearer understanding of how language services were being used within telehealth encounters. Because interpretation requests occurred through a fragmented process, reporting and utilization tracking were limited.

VarietyCare sought a more integrated solution to provide the foundation needed to better understand language demand, support resource planning, and measure language access utilization over time.



Solutions Delivered

Interpreter Access Embedded Within Telehealth

LSA worked closely with VarietyCare and eVisit to integrate interpretation services directly into the telehealth platform through a secure API connection.

Providers can now request an interpreter from within an active telehealth session by:

- **Selecting Add Participant,**
- **Choosing Virtual Interpreter,**
- **Selecting the required language**

Depending on language availability and patient needs, interpretation can be delivered via video or audio.

The result is an uninterrupted workflow that connects providers, patients, and interpreters within a single virtual care environment. No separate devices, disconnected workflows, or additional applications.

A Low-Lift Implementation

The integration was designed to minimize effort for VarietyCare while maximizing ease of use for providers and staff.

As VarietyCare explained:

"It is a low-lift process for the healthcare organization (HCO). We simply outlined our requirements and needs, and LSA and eVisit handled the rest."

Robert Wetmore
Director of Digital Health
VarietyCare

Strengthening the Patient Experience

For patients who prefer to communicate in a language other than English, the integration creates a more accessible and inclusive virtual care experience.

Professional interpreters can participate directly in telehealth sessions, helping patients:

- Communicate comfortably,
- Better understand care instructions and treatment plans.
- Engage more confidently with their providers.

By reducing language barriers within virtual visits, VarietyCare helps create trust, improve communication, and support better care experiences.

Results and Outcomes

DIRECT TELEHEALTH INTEGRATION

LSA's API integration connects interpretation services within VarietyCare's eVisit platform.

FASTER INTERPRETER ACCESS

Providers can request qualified interpreters with a simple push of a button during virtual visits.

FLEXIBLE LANGUAGE SUPPORT

Both video and audio interpretation options are available to support diverse patient and clinical needs.

IMPROVED REPORTING & VISIBILITY

The integrated workflow provides better insight into language demand, requested languages, and modality utilization.

REDUCED WORKFLOW DISRUPTION

Staff no longer rely on secondary devices or manual workarounds, allowing more focus on patient care.

EXPANDED ACCESS TO CARE

Patients with limited English proficiency can participate more effectively in virtual visits.

SCALABLE INFRASTRUCTURE

The solution supports ongoing telehealth expansion and future language access initiatives.

INCREASED INTERPRETER UTILIZATION

Language services adoption has grown in parallel with increased telemedicine activity.

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The LSA Difference

For more than 35 years, LSA has helped healthcare organizations overcome language barriers through a combination of professional interpretation expertise and technology-enabled solutions.

From API integrations and telehealth language access to video remote interpretation, over-the-phone interpretation, translation, and AI-enabled language solutions, LSA helps organizations embed language access directly into existing workflows. The result is a more connected care experience that supports providers, improves operational efficiency, and expands access for patients.

Contact LSA today to learn how API-enabled language access can support your healthcare organization.

REQUEST A FREE DEMO

