

20 **Video Remote Interpreting in Healthcare**

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The delivery of interpreting services via video link was a growing trend even before the covid-19 pandemic but has acquired particular significance in the context of social distancing, travel restrictions and remote work. In public service settings, video remote interpreting (VRI) has been implemented mainly in police and asylum interviews but also in healthcare settings, though empirical research on this novel practice has been relatively slow to emerge. This panel therefore aims to bring together recent and ongoing studies of VRI in healthcare settings undertaken from a variety of disciplinary vantage points, including linguistic and sociological approaches as well as the paradigms of interpreting studies and healthcare communication. The panel will also seek to cover different stakeholder perspectives on the use of VRI, including the concerns of healthcare organizations and institutional interpreting service providers (agencies); the perceptions and experiences of video remote interpreters; the needs and expectations of healthcare service providers using VRI in their professional practice; and, last, but not least, the needs and experiences of patients whose access to quality care is mediated by a video remote interpreter. Within this multitude of relevant research perspectives, thematic focal points may include but are not limited to:

- 1) the organizational and technical implementation of VRI services in healthcare;
- 2) the specific challenges of VRI use in particular healthcare settings;
- 3) the video remote interpreter's workplace and task demands;
- 4) skill requirements and training for VRI;
- 5) VRI users' experiences with the service;
- 6) the constraints and affordances arising from the visuospatial ecology of VRI in clinical encounters; and
- 7) the interactional dynamics of provider–patient communication mediated by a video remote interpreter.

It is expected that research on these and other topics will employ a broad range of methods (and combinations thereof), including quantitative survey research, qualitative interviews, ethnographic observations, and discourse-based analyses of video-recorded interactions.

References

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