



AI Compliance

On-Demand Consecutive AI Interpretation

Overview

What Community Health Centers Need to Know

Interprenet has provided trusted medical interpreting since 2004. Our on-demand consecutive AI interpretation solution brings that same accountability into AI-assisted encounters, backed by enterprise-grade, healthcare-focused security and the oversight your compliance team expects and your patients deserve.

How Patient Information Is Protected

What we Protect

Every conversation is encrypted.

Only the right people can see anything.

System activity is monitored.

Built on enterprise-grade cloud infrastructure.

Security is a full-time discipline, not a checkbox.

What That Means for Your Patients & Staff

Calls and data are locked down with bank-grade (256-bit AES) encryption, both while information travels and while it's stored. No one outside authorized systems can read it.

Role-based access means staff and systems can only reach the information they actually need to do their job — nothing more.

System activity is monitored continuously, and access events are logged daily, so unusual activity is caught quickly rather than discovered after the fact.

The platform runs on Amazon Web Services (AWS), the same cloud infrastructure trusted by hospital systems and health plans, with independently recognized security certifications (SOC framework, ISO 27001, PCI DSS).

A dedicated security program — background-checked staff, recurring training, regular vendor reviews, and a named security lead — governs the platform day to day.

Human Oversight, Built In

AI is a tool we use deliberately. The platform is designed around a simple principle: AI handles the routine, and a human is always one tap away for everything else.

- Patients and staff are informed whenever AI is part of an interaction and can choose a human interpreter instead. Any AI-assisted call can move to a human interpreter instantly, mid-conversation, with one tap.
- Administrators can control how AI is used across the organization, by role or by use case, and can review activity logs and consent records at any time.
- Patient conversations are never used to train the underlying AI models.





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Questions We Hear Most Often

Q. Is this actually accurate enough to trust with patients?

A. For routine exchanges AI interpretation delivers excellent results. Interprenet On-Demand's AI interpreter has proven to be extremely satisfactory in clinical settings. For highly complex conversations, switching to a live interpreter is always just a tap away.

Q. Will this replace our human interpreters?

A. The system is designed to work alongside interpreters. The AI is intended for high-volume, lower-stakes moments so your human interpreters on the areas where they provide the greatest value: medical consultations, informed consent, and behavioral health.

Q. What about our patients' privacy?

A. Patient information is encrypted at every stage, access is restricted to authorized staff, and all activity is logged. Patients are informed when AI is involved and can choose not to use it.

Q. Does this meet our language-access obligations to patients with limited English proficiency?

A. Meaningful language access is fundamentally about consent and human oversight — both of which are built into how this product works.

Q. What happens if the AI doesn't understand something?

A. It hands off rather than guesses. Staff or patients can move to a live human interpreter at any point in the conversation.

At a Glance

- ✓ Encrypted, HIPAA-aligned infrastructure
- ✓ Enterprise cloud hosting with recognized security certifications (SOC framework, ISO 27001, PCI DSS)
- ✓ Role-based access — staff see only what they need to
- ✓ Continuous monitoring and daily activity logging
- ✓ Background-checked personnel with recurring security training
- ✓ Patient and staff consent built into every AI-assisted encounter
- ✓ One-tap handoff to a live human interpreter, any time
- ✓ Your patients' conversations are never used to train the AI

