

Case study

GAME-CHANGER FOR COMMUNICATION IN AMBULANCES

Region Västmanland • Emergency medical services

The problem

In ambulance services, traditional interpreter solutions are often impractical. Paramedics work irregular hours and urgent situations leave no time to wait for a specific language interpreter to become available. As a result, staff were frequently forced to rely on children, relatives, or bystanders to translate. During the COVID-19 pandemic, communication became even harder due to face masks and protective equipment, making it difficult to hear, read facial expressions, or rely on body language. This highlighted the urgent need for a fast, reliable tool that could bridge communication gaps in time-critical situations.

How they use the app

Region Västmanland found Care to Translate quick to adopt and easy to use, thanks to its simple, intuitive design. The app supports both patient assessment – such as gathering background information like allergies – and clear communication with family members in urgent situations. Most importantly, it allows patients to better understand what is happening and take a more active role in their care.

"It enables the patient to understand what we are doing and participate in another way than before," says Paramedic Mikael Svenda.

The region also sees strong potential in further customizing phrase lists to fit local workflows across ambulance stations.

The result

Ultimately, Care to Translate makes sure that the paramedics make the right decisions and do the right things.

"We can get information about allergies, the medicines the patient uses, if they have an infection, blood disease, or things that are difficult to understand otherwise but are critical for their care. Now we know for sure," says Mikael.

Interpreters are used more in the ER, but even then, it's not so easy to find interpreters.

"I think they could get great use of the app there too! Especially in reception, and the first meeting when you need to get a picture of what they are seeking medical attention for," says Mikael.

Read the whole
case study here

