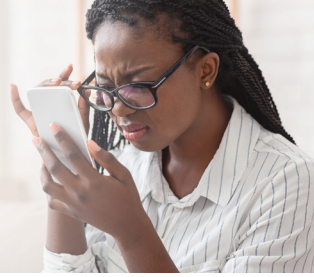




RWJBarnabas Health offers a free app that offers visual interpretation services to blind and low-vision patients, visitors and employees.



It is with pleasure that we announce that Aira, a remote visual interpretation services app for the blind and low-vision community, is now available in all RWJBarnabas Health acute-care facilities. The free app is accessible to all blind and low-vision employees, patients, visitors, volunteers, providers and vendors, allowing us to further deliver on our mission to build and sustain a healthier New Jersey.

The utilization of the Aira app across all acute-care facilities is part of RWJBarnabas Health's steadfast commitment to diversity, equity, inclusion, accessibility and belonging to improve the health of the diverse patient communities we serve throughout the state. This is just one of the many ways we ensure equitable patient-centered care in a compassionate and equitable manner that aligns with the system's vision. This technology allows us to uphold our commitment to always treat others with kindness, empathy and respect.

What is Aira?

[Aira](#) is an app available for Android and iPhone devices that provides on-demand, remote visual interpretation services for members of the blind and low-vision community. Aira's mission is to remove barriers and make the world more accessible with visual interpreting. Aira believes access to visual information is a human right and they provide this access anytime, anywhere.

There is no cost to use Aira within an RWJBarnabas Health hospital and associated facilities.

How can I get Aira on my phone?

Step 1: Download the Aira app ([iOS App Store](#) or [Google Play](#)) on your mobile phone.

Step 2: Launch the app and tap the button to be instantly connected to a trained visual interpreter known as an Aira Agent
It's simple and easy to use.

Who will I be connected with?

Once you open the Aira app, you will be connected to a call with an Aira agent. These visual interpreters are certified and undergo comprehensive Aira training to provide immediate information to callers to accomplish tasks as a team. Our Aira agents must pass a background check, sign a non-disclosure agreement, and complete extensive training on orientation and mobility.

Aira agents are not a replacement for a guide dog or cane, but rather serve as an additional source of visual information. Aira's skilled agents are agile and can assist with a range of tasks one may encounter within RWJBarnabas Health's facilities.

Who can use Aira?

Aira is available for free to anyone in an RWJBarnabas Health facility, including (but not limited to) patients, visitors and employees.

Where can I use Aira when visiting an RWJBarnabas Health facility?

Aira is available at no cost to all patients, visitors and employees at the following RWJBarnabas Health locations:

- RWJBarnabas Health Behavioral Health Center
- Children's Specialized Hospital New Brunswick
- Clara Maass Medical Center
- Community Medical Center
- Cooperman Barnabas Medical Center
- Jersey City Medical Center
- Monmouth Medical Center
- Monmouth Medical Center Southern Campus
- Newark Beth Israel Medical Center
- Robert Wood Johnson University Hospital and The Bristol-Myers Squibb Children's Hospital at RWJUH
- Robert Wood Johnson University Hospital Hamilton
- Robert Wood Johnson University Hospital Rahway
- Robert Wood Johnson University Hospital Somerset
- Rutgers Cancer Institute of New Jersey
- Trinitas Regional Medical Center, Williamson St. Campus
- Trinitas Regional Medical Center, Newpoint Campus



Let's be healthy together.