

## LanguageLine® On-Demand Interpretation

# Turn Language Barriers Into Opportunities

Over the next four decades, the foreign-born population in the U.S. will nearly double. Nearly half of these individuals will be limited English proficient (LEP). Preparing your staff for the dozens of languages they could encounter on any given day is impossible. But there is an innovative, cost-effective way to ready your business for the future: Partner with LanguageLine, the world's most experienced language service provider.

**20,000+ LanguageLine® Certified<sup>SM</sup> Interpreters are ready to support your organization, 24/7**



### **Over-the-Phone (OPI) Interpreting**

Connect to expert audio interpreters in 240+ languages, using traditional telephonic and digital access methods.



### **Video Interpreting**

Access interpreters in 40+ top languages, including American Sign Language (ASL) and British Sign Language (BSL), with the benefit of visual cues and facial expressions.



### **LanguageLine® App**

Empower your frontline staff to bridge language barriers by connecting to interpreters from most digital devices in seconds.



### **TeamLink®**

Route LanguageLine App calls to your staff interpreters first. When they are unavailable, calls roll over to LanguageLine.



### **Custom Inbound Call Solutions**

Streamline inbound calls to provide a total in-language experience when community members call you.



### **Telehealth and Virtual Meetings**

Add interpreters to your telehealth sessions or virtual meetings anytime.



## Benefits

**Providing on-demand language services helps your organization to:**

- Improve customer experience
- Comply with applicable laws and regulations
- Increase productivity and relieve staff frustration
- Reduce costs
- Maximize revenue

**Let's Talk  
Solutions**

**Brian Cea**  
GPO Business Development  
and Performance

Phone: 831-241-5781  
Mobile: 831-392-6531  
E-mail: [brian.cea@languageline.com](mailto:brian.cea@languageline.com)

## LanguageLine® Translation & Localization<sup>SM</sup>

# Build Stronger Relationships Through Total Understanding

LanguageLine Solutions provides translation of any and all written material and digital and voice assets from one language into another, ensuring understanding for those you serve. LanguageLine localization experts ensure that client-facing materials and websites are culturally appropriate while maintaining consistency with your original message.

### Facilitate understanding of the written word



Language access is more than transactional. It is not the mere exchanging of words much as one would exchange one currency for another. There is a science and an art to effective translation of the written word. We are expert at achieving that balance for you.



Thoroughly understanding your needs allows us to recommend the proper translation methodology, be it traditional, (using humans), machine translation, machine translation accompanied by human post-editing, or website proxy. Trust us to recommend the most cost-effective methodology that will achieve the quality you desire, in the time frame you require.

### Features

**Our industry-leading translation and localization technology, coupled with our commitment to outstanding client care, set us apart.**

- 290+ unique languages available
- 480+ language pairs available
- 99% on-time delivery
- 100% quality assured
- Secure, robust client portal
- ISO certifications



### Benefits

**Research indicates that companies that invest in translation services are more likely to:**

- Expand into new markets
- Build consumer satisfaction and loyalty
- Comply with applicable laws and regulations
- Increase efficiency and minimize risk
- Maximize revenue

**Let's Talk  
Solutions**

**Brian Cea**  
*GPO Business Development  
and Performance*

Phone: 831-241-5781  
Mobile: 831-392-6531  
E-mail: [brian.cea@languageline.com](mailto:brian.cea@languageline.com)

## LanguageLine® Onsite<sup>SM</sup> Services

# In-Person Interpretation for Total Understanding

LanguageLine OnSite provides access to expert interpreters trained for specific needs and sensitive discussions. Our professional interpreters can be easily scheduled for occasions such as patient engagements, client needs, and other important situations. Our affordable hourly rates for onsite interpreting services vary by language and market. Assignments are flexible and can range from the two-hour minimum to full or half-day shifts.

## Effectively communicate in the most critical and nuanced circumstances



### With LanguageLine OnSite Interpreting, you can:

- Let multiple speakers interact freely without structured turn-taking
- Communicate effectively in complex and sensitive situations
- Serve the Deaf or Hard of Hearing & Deaf-blind (D/HoH/DB) populations
- Communicate with young children who have underdeveloped language skills

## Features

### Deliver clear communication when it matters most.

- Schedule an interpreter to visit your location in person or to join a virtual meeting
- 10,000+ LanguageLine OnSite interpreters
- 150+ languages, including American Sign Language
- Specify the gender and language of the interpreter
- 95% appointment fill rate
- Secure client portal enables 24/7 scheduling



## Benefits

### Providing in-person language services helps your organization to:

- Build consumer satisfaction and loyalty
- Improve care
- Comply with applicable laws and regulations
- Increase productivity and relieve staff frustration
- Reduce costs
- Maximize revenue

**Let's Talk  
Solutions**

**Brian Cea**  
GPO Business Development  
and Performance

Phone: 831-241-5781  
Mobile: 831-392-6531  
E-mail: [brian.cea@languageline.com](mailto:brian.cea@languageline.com)

## LanguageLine® Testing & Training<sup>SM</sup>

# Ensure Your Bilingual and Interpreter Staff Are Prepared to Serve

With today's diverse, multilingual communities, ensure your bilingual staff and in-house interpreters are prepared to communicate effectively to reduce the risk of costly misunderstandings, regulatory compliance issues, and lawsuits.

Provide a better experience and satisfy compliance in 50+ languages



LanguageLine offers the industry's most advanced testing and training for bilingual and interpreter staff. We can assess and attest to your team's competency, proficiency, and fluency of industry terminology to help you satisfy compliance requirements.



Our testing and training programs are flexible, with online, phone, or in-person options. Trainings are self-paced to accommodate busy schedules.

## Features

**Our assessments and training programs cover a range of skills. Additional assessments are available for other specialties.**

- Language Proficiency Test
- Written Proficiency Assessment
- Bilingual Fluency Assessment
- Bilingual Fluency Assessment for Clinicians
- Interpreter Readiness Assessment
- Medical Certification Test



## Benefits

- Ensure the quality of your in-house interpreters and bilingual staff
- Get documented proof of language proficiency for specialty fields
- Count on reliable tests validated by external experts
- Fortify your team's skills with industry-recognized training
- Improve customer experience
- Evaluate fluency of job candidates in English and a second language

**Let's Talk**  
**Solutions**

**Brian Cea**  
GPO Business Development  
and Performance

Phone: 831-241-5781  
Mobile: 831-392-6531  
E-mail: [brian.cea@languageline.com](mailto:brian.cea@languageline.com)