

LANGUAGELINE® FOR HEALTHCARE

Provide Quality Care, in More Than 240 Languages



LanguageLine
Solutions®

Turn Language Challenges Into Opportunities to Provide Outstanding Care

You strive to meet the needs of your limited English proficient (LEP) patients because it's the right thing to do and inclusivity in care matters. Plus, providing comprehensive language options also makes financial sense.

As of 2020, there were 25+ million LEP residents in the U.S., and another 12 million are Deaf or Hard of Hearing (DHH). When you meet their needs, you produce better outcomes, avoid costly errors, and help ensure health equity. Additionally, healthcare organizations that provide high-quality interpreting and translation services can:

- Decrease healthcare disparities
- Shorten hospital stays
- Reduce stays in the emergency department
- Lower readmission rates
- Improve HCAHPS scores and Star Ratings
- Increase patient satisfaction
- Ensure ACA Section 1557 and ADA compliance

The world's leading healthcare organizations trust LanguageLine

94%

of Fortune 100 healthcare companies

80%

of the best hospitals
(U.S. News & World Report)

80+%

of 5-Star Medicare providers

70%

of the best children's hospitals
(U.S. News & World Report Honor Roll)



Reach LanguageLine® CertifiedSM Medical Interpreters in the moment of need 24/7 and count on crystal-clear audio and video

On-Demand Interpretation

Provide better care by connecting to LanguageLine Certified Medical Interpreters

Our On-Demand Interpretation is the ideal service for healthcare organizations that want flexibility, speed, and reliable quality when connecting with expert medical interpreters. With 24/7 access to 20,000+ interpreters, you can meet all your patients' language needs in a matter of seconds.

Plus, our advanced connectivity, data capture options, and robust reporting help support workflow efficiencies while providing the information you need to effectively manage your language access program, support accurate billing, and easily allocate expenses.



Over-the-Phone (OPI) Interpreting

The top medical systems in the world depend on LanguageLine Phone InterpretingSM to overcome language barriers with patients and their families.

LanguageLine founded the over-the-phone interpreting industry in 1982. Today, we are the global leader in phone interpreting services. With LanguageLine you can enjoy the industry's fastest, most reliable connections across the highest call volumes, exceptional SLA performance, and 99.99% platform uptime.

- 240+ languages, available 24/7
- Every call is HIPAA-compliant and secure
- Traditional telephonic and digital access
- In-person and remote encounters
- Custom inbound and outbound call flows
- Overflow solutions for staff interpreters
- Telehealth solutions
- Electronic health record (EHR) platform integrations

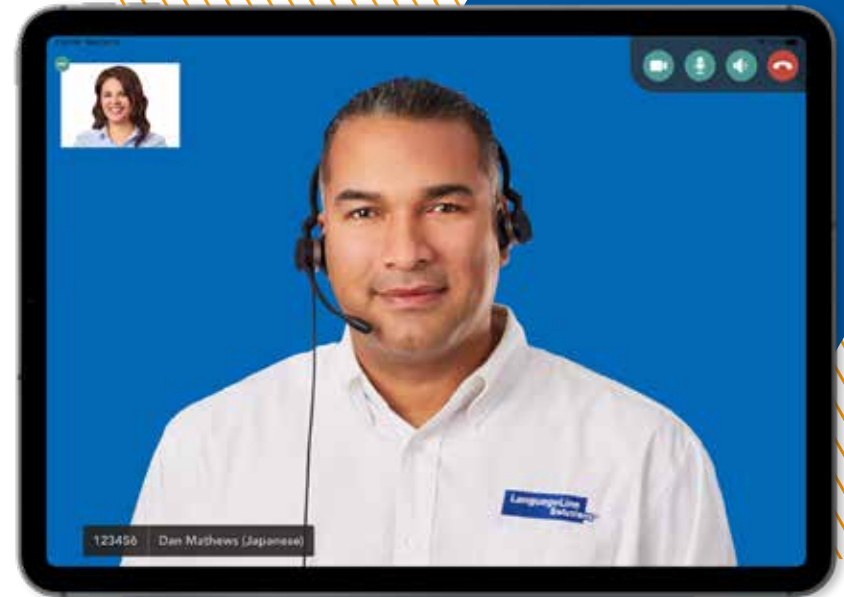


Video Interpreting

LanguageLine® Video InterpretingSM helps you build trust, reduce misunderstandings, and provide better care. We'll connect you directly to experienced, medically-qualified, trained professionals who deliver accurate interpreting in more than 40 top languages, including American Sign Language and British Sign Language.

With LanguageLine Video Interpreting you can

- Reach qualified medical interpreters in the moment of need
- Count on crystal-clear video and audio
- Stay secure with full encryption
- Support adherence to ADA and Title VI laws and regulations
- Comply with ACA Section 1557 and HIPAA requirements



LanguageLine® App

The LanguageLine App empowers your frontline staff to bridge language barriers whenever they arise. It increases productivity, saves time, eliminates frustration, and improves patient experience. They can connect in seconds to our team of 20,000+ interpreters from most digital devices 24/7 with:

- 240+ audio languages
- 40+ video languages including American Sign Language

* Full language list available at [LanguageLine.com](https://www.LanguageLine.com)



TeamLink®

For organizations that use the LanguageLine App, and also want to maximize the productivity of their staff interpreters, we offer TeamLink. It allows you to route calls made on the LanguageLine App to your staff interpreters first. When they're unavailable or not staffed for a language, you can route calls to LanguageLine Certified Medical Interpreters.



Telehealth and Virtual Meetings

Access LanguageLine interpreters within your telehealth or virtual meeting platform anytime during a session. You'll enjoy the same access and availability as the LanguageLine App. Plus, we'll protect your clients' privacy with robust security protocols.

zoom

Teladoc
HEALTH

caregility
Connecting Care Everywhere

amwell

Vidyo

You can easily integrate LanguageLine with any platform enabled with Session Initiation Protocol (SIP). It's easy to manage your language list to ensure that requesting an interpreter will be simple for your users.



Leading Platforms and Electronic Health Record Systems

Get the expert language assistance you need without leaving your electronic health record (EHR) system. Through our integration, you can connect directly with an interpreter and track important data automatically and securely. We integrate with a wide range

of leading business platforms used in virtually every industry—including kiosks, hospital bedside devices, EHR systems, and more.

In-Person Interpretation

Deliver clear communication when it matters most

With LanguageLine® OnSite™ services, your staff can connect to **10,000+ professionally trained interpreters** across the U.S. and UK, **fluent in 150+ languages**, including American Sign Language. We support nearly **160,000 in-person interpreter requests** a year for 1,700+ clients nationwide—with a **95% national fill rate**.

Our professional interpreters can be easily scheduled for remote or in-person appointments. Assignments are flexible and can range from the two-hour minimum to full or half-day shifts.

Consider working with an in-person interpreter for extended patient engagements, family consults, mental health appointments, group meetings, end-of-life discussions, and more.

With LanguageLine OnSite Interpreting, you can:

- Let multiple speakers interact freely without structured turn-taking
- Communicate effectively in complex, critical, and sensitive situations
- Serve people who are Deaf or Hard of Hearing (DHH)
- Communicate with young children who have underdeveloped language skills
- Adhere to ADA and Title VI laws and regulations
- Comply with ACA Section 1557 and HIPAA requirements



OnSite Interpreting

Book an appointment in advance for a LanguageLine professional interpreter to visit your location. You can choose the interpreter's gender and language and count on them being dressed professionally.

Virtual OnSite Interpreting

Our scheduling system enables online access 24/7 to book an interpreter for virtual meetings. Choose the interpreter and schedule your video conference time. You can even book your same OnSite interpreter for continuity and use a variety of popular platforms. Virtual OnSite Interpreting ensures equal access to justice, healthcare, and other vital services and is especially beneficial for rural areas where access to qualified interpreters may be limited.



Translation & Localization

5 ways to better serve your patients

Your translation needs aren't limited to one language, channel, or timeline. Get the expertise you need to communicate clearly at any scale. Our professionals will transform your language challenges into opportunities by delivering custom solutions that improve efficiency, enhance patient experience, and create better outcomes.

1. Translation Services

Connect with your patients through multilingual written and digital content that's entirely accurate and fully accessible. Healthcare organizations need a partner skilled in translating important communications especially when they contain medical and healthcare terminology.

Our experts translate all types of written content:

- Documents
- Forms
- Claims
- Enrollment materials
- Online content
- Communications (email, chat, etc.)
- Community outreach
- Policies and procedures
- Regulatory compliance documentation
- And more

2. Localization Services

Ensure all your patients and family members can access critical information. We can localize your content for a specific locale's language and cultural sensitivities so that it's a natural experience.

After becoming familiar with your objectives and patient needs we'll devise a customized localization solution that delivers high-quality deliverables with shorter turnaround times. To ensure successful on-time delivery, we embrace comprehensive, end-to-end quality-control procedures for every project.

We're experts at localizing:

- Websites
- Forms
- Patient portals
- Vital documents
- Discharge instructions
- Patient educational materials

3. Transcription Services

Count on LanguageLine to take the work out of transcribing audio and video recordings. We provide audio-to-text transcription, voiceover, and translation in more than 290 languages. Rest assured our linguists will complete your transcription projects with the same high-quality output you can expect from all our services.

4. LanguageLine® Clarity™ Services

Bring the highest levels of clarity to all your English content by simplifying individual documents or refining a complete document system. We can turn hard-to-consume materials into Plain Language, resulting in content that's easier to digest in English and translate into other languages.

We offer two services for improving comprehension and reducing translation spend:

- **Clarity Microsimplification:** Simplify individual documents by performing content analysis, purging unnecessary information, and harnessing the power of plain English for core content
- **Clarity Macrosimplification®:** Fully reengineer your document system for leaner, cost-effective content. By improving readability and understanding across touchpoints, you can increase brand preference and reduce patient support costs. Refining your document system can result in fewer documents that are easier to understand, deliver significant cost savings, and improve the results of your programs and outreach.



5. Accessibility Services

Make sure your content is available to all members of your potential audience. LanguageLine offers accessibility services that include Braille, large print, audio recordings, and 508-compliant documents.

Get Faster Results Through Innovative Technology



LanguageLine® Website ProxySM

Expand your global reach by localizing your website or eCommerce platform. Website Proxy is the perfect solution for organizations who want a hands-off approach for managing translated versions of their English website—or need the English version and the translated versions to always be in sync.



LanguageLine® Machine TranslationSM

Machine Translation, LanguageLine's AI-driven “best fit” technology, provides fast turnarounds for low-liability content at the lowest cost. When you combine your raw Machine Translated content with our ISO-certified post-editing process, you can rest assured deliverables will have the highest levels of accuracy.



LanguageLine® ConnectSM

Increase efficiency by integrating your content management system (CMS) with LanguageLine Connect. We offer more than 60 prebuilt connections to the most popular and common content management systems to securely transfer files. This helps you manage and quickly publish your content once translation is complete. With LanguageLine Connect, you can improve your productivity and reduce human error.



LanguageLine® Translation PortalSM

Use our secure Translation Portal to quickly submit projects from anywhere, at any time. You can also easily download your translations, and access project status and reporting online.

Enrich your staff's skills and development with in-person, online, and over-the-phone training in more than 50 languages

Language Proficiency Testing and Training

Ensure your bilingual and interpreter staff are prepared to serve

Language barriers put your staff at risk of misunderstandings and can result in costly mistakes. With Section 1557 of the Affordable Care Act, your bilingual staff and interpreters must be qualified to effectively interpret in-language.

Use our testing and training services in 50+ languages to ensure your team have the language skills they need to serve your patients while supporting regulatory compliance.



Testing

Feel confident you meet regulatory requirements with fluency assessment programs and consistent, high-quality support across languages.

Tests:

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

Training

Enrich your staff's skills and career development with online, in-person, and over-the-phone training in more than 50 languages. After they complete our courses, they'll be qualified to interpret effectively for your patients.

Training programs:

- Fundamentals of Interpreting
- Advanced Medical Training

A large graphic on the left side of the page, consisting of a solid dark blue trapezoidal shape at the bottom, with a series of parallel orange lines above it that create a sense of depth and movement, extending from the top left towards the center.

Let's Talk Solutions

Find out how LanguageLine can help you turn your biggest language challenges into opportunities to provide outstanding care and grow your organization.

1-800-752-6096 / Inquiries@LanguageLine.com / LanguageLine.com