



LANGUAGELINE® ONSITE<sup>SM</sup> SERVICES

# In-Person Interpretation for Total Understanding



**Count on support from expert linguists with unmatched professionalism. We offer 10,000+ OnSite interpreters across the U.S. and UK in more than 150+ spoken languages and Sign Language.**

# Ensure Total Understanding in 150+ Languages

**Over the next four decades, the foreign-born population in the U.S. will nearly double.** Almost half of these individuals will lack English proficiency. During every doctor's visit, parent-teacher conference, trip to the bank, and professional services appointment, they'll feel understood and served. Or they'll take their business elsewhere.

In-person interpretation is ideal for businesses such as healthcare organizations and financial institutions that work with patients and customers on important decisions. Having an expert interpreter present can help you ensure you're serving the best interests of everyone involved with accurate, meaning-for-meaning interpreting.

With LanguageLine OnSite services, your employees can book appointments with **10,000+ professionally trained interpreters** across the U.S. and UK, **fluent in more than 150+ languages**, including American Sign Language.

Plus, we support nearly **160,000 in-person interpreter requests** a year for 1,700+ clients nationwide—with a **95% national fill rate**.

## **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

# In-Person Interpretation Onsite and Online

## Deliver clear communication when it matters most

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.



## OnSite Interpreting

Book an appointment for a LanguageLine® professional interpreter to visit your location in person. 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 including:



# Decades of Experience and the Highest Level of Service

As one of the world's largest in-person interpreting companies with 40+ years experience, we're committed to creating a reliable, customized in-person solution that satisfies your short- and long-term requirements. We're also the only provider with the resources to meet in-person interpreting requests in the 48 contiguous states and the four largest U.S. markets.

## We only hire the best people

What truly distinguishes LanguageLine OnSite is our people. Our interpreters are carefully vetted and highly skilled. We maintain a staff of interpreter managers to recruit, hire, mentor and supervise them. They even conduct announced and unannounced observations of our interpreters as they work.

## We deliver exceptional quality



We assign only interpreters who are trained and tested to high standards and are subject to our quality control and management.



Our Sign Language interpreters typically have at least two years' experience in onsite interpreting. They must pass LanguageLine's Language Proficiency Test and meet certification requirements such as Registry of Interpreters for the Deaf, National Association of the Deaf, or Board for Evaluation of Interpreters, depending on the state in which they work.



Our interpreters sign a Confidentiality Agreement and an Interpreter Code of Ethics, guaranteeing that the privacy and security of your customer's sensitive information will be handled with the utmost care.



We assign interpreters based on client preference, the location of the appointment, and the interpreter's availability. Clients can specify the gender and language of the interpreter.



# The World's Top Companies Choose LanguageLine

Nearly every Fortune 100 entity has chosen LanguageLine



of Telecommunications,  
Food & Drug, and Aerospace  
& Defense companies



of Healthcare  
companies



of Technology  
companies



of Financial Service  
companies



## Leading healthcare organizations trust us



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



of 5-Star  
Medicare providers



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

## More federal, state, and local governments choose LanguageLine



Thousands of government  
entities across North America  
and the United Kingdom



Serving public safety, health, social  
services, courts and corrections,  
Homeland Security, and more





# 10 Reasons You Can Trust Us to Solve Your Biggest Language Challenges

- 1 We offer 40+ years of language services expertise**

Every modern organization needs a language access partner. We've been reducing expenses, increasing revenues, and improving reputations for clients across a range of industries for decades.
- 2 You can count on 360° of language access coverage**

Across 75+ million interactions a year, whether on-demand by phone or video, in person, or in writing, our team of 35,000+ expert linguists proudly serve our clients.
- 3 You benefit from our culture of innovation**

LanguageLine leads the global language access industry with advanced technology designed to unlock efficiencies—saving you time and money.
- 4 Confidentiality and data security are integral to our business**

LanguageLine has completed over 1,000 data security and operational audits annually, satisfying clients in highly regulated fields, including healthcare, financial services, and government.



**5 We've earned the industry's highest certifications**

- ISO 9001:2015, ISO 17100:2015, and ISO 18587:2017
- ASTM F3130-18 Standard Practice for Language Service Companies
- ASTM F2089-15 Standard Practice for Language Interpreting for phone and video interpretation
- CAN/CGSB-131.10-2017 National Standard of Canada for Translation Services
- HITRUST Essentials, 1-year (e1) Certification

**6**

**We can help you ensure regulatory compliance**

Safeguard your organization and avoid costly errors. Confidently comply with requirements including ADA and Title VI of the Civil Rights Act of 1964, ACA Section 1557, Joint Commission standards, and HIPAA.

**7 We rank 5th in the world as the Best Place to Work (across all industries)**

**8 We provide complimentary implementation support**

No language access plan can succeed unless frontline staff are aware of their responsibilities and the services available to them. LanguageLine delivers the implementation support and ongoing training and support materials you need to maximize your investment, free of charge. Our dedicated implementation specialists provide onsite and remote training for over 40,000 client employees annually across 10,000 global locations.

**9 We'll keep you informed**

Easy-to-use reporting helps you understand and optimize your program, while webinars and blog content grow your expertise.

**10**

**Our year-over-year retention rate for 30,000+ clients is 98%**





## Let's Talk Solutions

Discover the many additional ways LanguageLine can help turn your biggest language challenges into growth opportunities with industry-leading services.

- On-Demand Video & Audio Interpreting
- Virtual Meetings
- Translation
- Localization
- Transcription
- Staff Testing & Training

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