

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 2021, there were over 4 million residents in the UK who had a main language other than English, and over 10 million who were D/deaf or hard of hearing. When you meet their needs, you produce better outcomes, avoid costly errors, and help ensure health equity. Additionally, healthcare organisations that provide high-quality interpreting and translation services can:

- Decrease healthcare disparities
- Shorten hospital stays
- Reduce stays in the emergency department
- Lower readmission rates
- Support emergency situations
- Increase patient satisfaction

**The world's leading  
healthcare organisations  
trust LanguageLine**



Primary Care



Community Services



Secondary Care



Emergency Services



**Reach LanguageLine® Certified<sup>SM</sup> 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 organisations 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 programme, support accurate billing, and easily allocate expenses.



## Over-the-Phone (OPI) Interpreting

The top medical systems in the world depend on LanguageLine Phone Interpreting<sup>SM</sup> 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 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

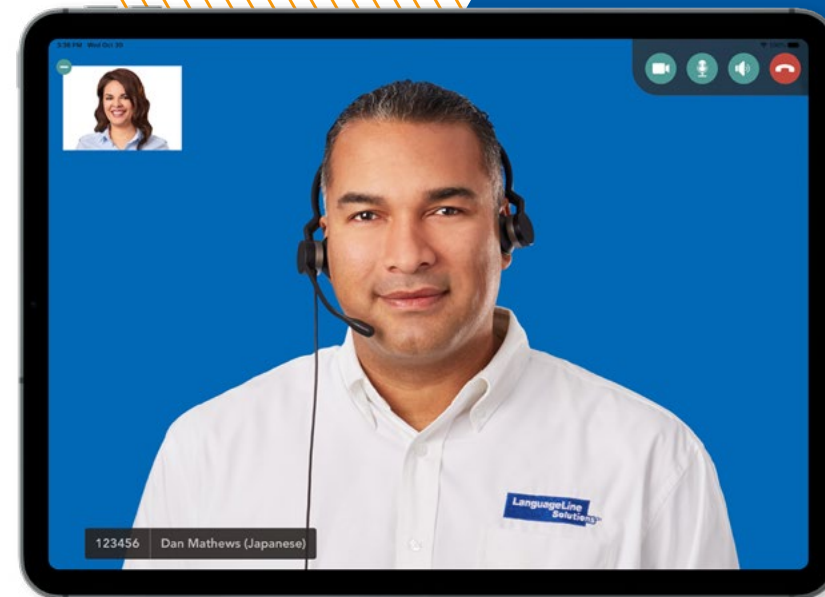


## Video Interpreting

LanguageLine® Video Interpreting<sup>SM</sup> helps you build trust, reduce misunderstandings, and provide better care. We'll connect you directly to trained professionals, experienced in NHS situations and terminology, who deliver accurate interpreting in more than 40 top languages, including British Sign Language.

### With LanguageLine Video Interpreting you can

- Reach medical interpreters in the moment of need
- Count on crystal-clear video and audio
- Stay secure with full encryption
- Support adherence to Data Privacy regulations



## 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 British Sign Language

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



## TeamLink®

For organisations that use the LanguageLine App, and also want to maximise 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

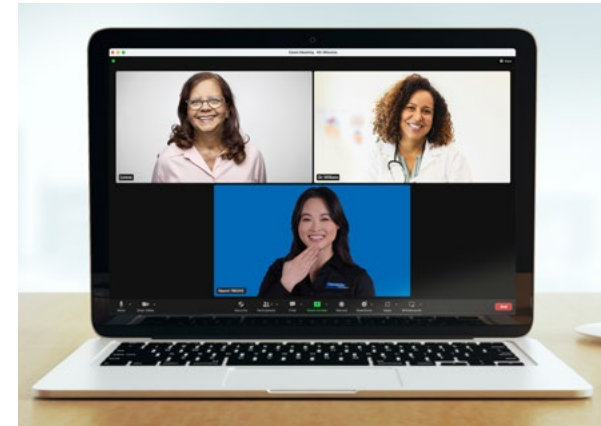
With LanguageLine® Face-to-Face interpreting services, your staff can pre-book **professionally trained interpreters** across the UK, **fluent in 150+ languages**, including British Sign Language. We support nearly **160,000 in-person interpreter requests** a year for clients nationwide.

Our professional interpreters can be easily scheduled for remote or in-person appointments. Assignments are flexible and can be booked for anytime 24/7.

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 Face-to-Face Interpreting, you can:

- Let multiple speakers interact freely without structured turn-taking
- Communicate effectively in complex, critical, and sensitive situations
- Serve people who are D/deaf or hard of hearing
- Communicate with young children who have underdeveloped language skills



## Face-to-Face Interpreting

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

## LanguageLine® Virtual Face-to-Face 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 use a variety of popular platforms. Virtual Face-to-Face 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 & Localisation

## 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 organisations 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
- Enrolment materials
- Online content
- Communications (email, chat, etc.)
- Community outreach
- Policies and procedures
- Regulatory compliance documentation
- And more

## 2. Localisation Services

Ensure all your patients and family members can access critical information. We can localise 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 customised localisation 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 localising:

- 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 programmes 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, and audio recordings.

# Get Faster Results Through Innovative Technology

**LanguageLine provides solutions that make it easier for you to get expert translation and localisation services on your timeline and within your budget**



## LanguageLine® Website Proxy<sup>SM</sup>

Expand your global reach by localising your website or eCommerce platform. Website Proxy is the perfect solution for organisations 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® Translation Portal<sup>SM</sup>

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.



## LanguageLine® SmartMATE Machine Translation<sup>SM</sup>

Whether through Instant MT for low-liability content, or fully customised NMT Post Edit programmes, our highly experienced in-house engineering team can build the solution for you to ensure scalable, cost efficient, high quality output.



## LanguageLine® SmartMATE

Increase efficiency by integrating your content management system (CMS) with LanguageLine SmartMATE. We offer a range of connectors 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 SmartMATE, you can improve your productivity and reduce human error.



# Let's Talk Solutions

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

0800 169 2879 / [enquiries@languageline.co.uk](mailto:enquiries@languageline.co.uk) / [LanguageLine.com/uk](https://www.LanguageLine.com/uk)