

Be seen. Be heard.  
Be understood.





“The availability of  
**on-demand access to  
video interpretation** has  
significantly **improved the  
quality of care and safety**  
for our LEP patients  
while **reducing downtime**  
and **limiting the costs**  
associated with other  
interpretation services.”

**Richard Potts,**

Director of Customer Service, The Ohio State University Medical Center

## **Language Access Network provides quick, accurate and reliable video interpretation services 24/7 in hospitals and medical facilities nationwide.**

A pioneer and world leader in the industry, Language Access Network interprets more than 150 different languages including American Sign Language (ASL) via real-time, interactive video and audio technology.

Based in Columbus, Ohio, Language Access Network developed a private encrypted network allowing interpretation via video. By providing high quality, fully compliant and cost effective interpretation services, Language Access Network directly addresses the challenges facing the medical industry and their limited English Proficient and deaf patient populations.


**A 40-year-old woman  
with terminal cancer.**

A roofer injured at work.

**A teenager preparing for  
a Cochlear implant.**

A newborn baby girl.





# Language Access Network meets your interpretation needs: **whenever, wherever.**

Our interpreters are prepared to handle any situation, and they are available 24 hours a day, 365 days a year. With both providers and patients in mind, we offer clear and transparent interpretations. When it comes to providing communication access in healthcare, there is no limit to what we will do.

**With distance variables eliminated, we focus on what is truly at stake:  
immediate communication and patient care.**





# Language Access Network speaks your language.



**Brazilian Portuguese. Mandarin. Somali. Our interpreters are proficient in their target languages and the language of biomedicine. With a growing list of languages in video and 150 in audio, you can access a qualified ASL interpreter anytime with the press of a button.**

Our interpreters are driven by a commitment to excellence. Language departments support, mentor and hold one another accountable. With extensive training and specialized testing, they are always ready and able to help.



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- **Bridging the Gap 40 hour medical training program**
  - **Independent language testing**
  - **Continued education**
  - **Previous on-site interpretation experience**
  - **Commitment to community**
  - **Wide array of talented interpreters available**
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# Language Access Network knows deaf patients.

**Deaf individuals not only use our services, but help direct it. Whether they work directly for us or as participants in focus groups, the Deaf community drives our ASL division.**

When integrated with on-site ASL interpreters, video interpretation is highly effective in emergent settings. With immediate access, Deaf patients can be treated faster, easier and often better than situations with long wait times.

Our encrypted broadband lines which never traverse the internet and custom-made Martti units, ensure a clear picture to Deaf patients and their healthcare providers. Language Access Network offers a variety of equipment to meet the needs of Deaf patients at points of entry, primary care points and discharge.





- **Certified ASL interpreters available 24-7-365**
- **Deaf Relations Coordinator to center focus and perspective**
- **True on demand setup—no phone calls or appointments**
- **Ease of use—one button simplicity**
- **Superior picture quality**
- **Equipment suited for location**
- **Diplomacy**
- **Integration of interpreting services**

## Why you should switch from your current system:

- 70% of communication is non-verbal
- Increases patient safety by greatly reducing the margin of error
- Eliminates passing the phone back and forth
- Accelerates the patient encounter: eliminates wait time
- Creates better understanding between provider and patient; more personal than telephonic, captures non-verbal cues
- Offer ASL (American Sign Language) interpretation for ADA compliance on demand
- Operates on its own secured network, not the Internet or ISDN
- Low demand on scarce IT resources
- Competitively priced: provide video for about the same price as audio only
- Mobile, non-intrusive equipment
- True on demand system—no appointment or telephone call prior necessary

## How we add value to your healthcare system:

### Enhance the Effective Management of Health Care Resources

- Offer immediate access to a qualified interpreter
- Increased patient satisfaction
- Provide faster patient encounters, from entry to discharge
- Develop treatment plan faster
- Reduce costs: pay only for the time that services are used
- Increase staff productivity
- Improve overall safety which can lead to improved morbidity and mortality rates

### Maintain Service Quality and Accreditation Standards

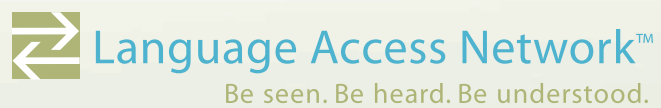
- Meet informed consent requirements
- Create positive community perception
- Enhance Communication Plan requirements for Joint Commission, CLAS Standards and Office of Civil Rights compliance
- Access to interpreters who are based out of a call center
- Supplement a hospital's interpretation staff as needed



## What does it take to **get started?**

Language Access Network will work with your staff to decide the best individualized solution for your interpretation needs. Our staff will also work with your IT department to identify and accommodate specific technical requirements. We will then provide a comprehensive plan for delivering the system for your own version of Martti.

Call 614.355.0900 today to talk to a Language Access Network professional.



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