



Improving access to health care, education & social services through comprehensive language & culture solutions

Do you need to **COMMUNICATE** better with limited English proficient (LEP) patients?

Do you want to effectively **MARKET** services or research to ethnic communities?

Do you adequately **COMPLY** with HIPAA, JCAHO, Title VI and other language accommodation mandates?

Would it be useful for your staff to **LEARN** medical Spanish or about different cultures?

Do you employ interpreters who needs to **IMPROVE** skills and terminology?



ON-SITE MEDICAL INTERPRETING

- 24/7 Request Line • HIPAA compliant • Over 40 languages available from our teams in Grand Rapids, Holland, Lansing, Kalamazoo & Detroit

TELEPHONE INTERPRETING

- Over 180 languages; language availability of 99.85%
- 24/7 Request Line • Connect to an interpreter in 30 seconds or less • Per-minute rates, no rounding up

TRANSLATION

- Qualified teams for over 25 languages • Desktop Publishing & Graphic Design • Cultural & Medical Reviews • Plain Language Writing & Editing

CONTINUING MEDICAL EDUCATION

- Spanish for Healthcare Providers • Cultural Seminars • Continuing Education for Medical Interpreters

MULTILINGUAL RESEARCH

- Field Testing • Focus Groups • Interviews • Surveys • Organizational Audits