



Lionbridge SOLUTION BRIEF

HEALTHCARE INTERPRETATION SERVICES

Language Support When and Where You Need It

Every day, U.S. healthcare providers are called upon to serve a growing number of patients whose primary language is not English. For this diverse population, access to qualified interpreters can mean the difference between life and death. Lionbridge stands ready to help.

When you need medical language support, Lionbridge healthcare interpretation is your cost-effective, high-quality solution. Lionbridge provides qualified, tested and trained medical interpreters over the phone in over 300 languages on a scheduled and on-demand basis. Our thousands of U.S.-based interpreters are available 24 hours a day, 7 days a week, every day of the year. And if your over-the-phone requirements turn into an in-person assignment, Lionbridge has qualified on-site interpreters nationwide to fulfill your request.

A Focus on Customer Needs

Lionbridge's medical interpretation program managers understand the special challenges that healthcare providers face. From hard-to-find languages to subject matter expertise to round the-clock availability, your Lionbridge program manager will tailor a program that helps you care for your patients, no matter what language they speak.

At Lionbridge, we've put together the right technology to provide you with quick, reliable connections. And as a Lionbridge customer, you will have online access to a variety of reports to help you monitor usage, manage your interpretation budget, and plan for future needs.

The Interpretation Experts

Lionbridge has provided healthcare interpreters for over a quarter of a century. Here's what sets Lionbridge healthcare interpretation apart from the rest:

- The industry's most rigorous testing, covering language ability, interpretation skills, and specific terminology
- Required ethics and protocol testing for all interpreters, in line with industry standards; HIPAA compliant
- Comprehensive training to prepare interpreters for all types of assignments
- Regular performance evaluation based on actual work and customer feedback
- Experienced, professional, working interpreters, not just names on a list
- Telephonic interpretation supplemented by on-site availability to meet your changing needs

Healthcare Interpretation

- 24/7 access
- Over 300 languages and dialects
- Competitive rates
- Trained and qualified interpreters
- HIPAA compliant
- Offering On-site, Telephonic and Video Remote Interpreting

Contact Us

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Lionbridge VRI

VRI allows clients to reduce travel and on-site cost and resources to perform effective interpretation through video remote interpreting. Utilizing mobile devices such as tablets, smartphones, and even wi-fi enabled mp3 players, high quality connections give Lionbridge and its valued clients clean, efficient and cost effective translations in a fraction of the time and cost. When on-site interpretation for ASL or voice languages is not a viable solution because of time, resources or expenditures, VRI is the answer.

Visit www.lionbridge.com to learn more, or contact your Lionbridge representative today.

Why Lionbridge?

Lionbridge interpreters support customer interaction in all industries. Our programs for testing, training, and evaluating interpreter performance have paved the way for 25 years of proven success. When you choose Lionbridge, you can be sure you will receive an experienced professional interpreter—for any industry, in any language. Lionbridge is your global language partner, providing a comprehensive range of language and globalization services: telephonic and on-site interpretation, translation and localization, technical writing, testing and e-learning development. Our global footprint includes offices in 26 countries and a customer base of the world's most influential and forward-thinking companies. As a publicly traded company (NASDAQ: LIOX), we offer financial stability and best practices, as well as proven program management methodologies.



ABOUT LIONBRIDGE

Lionbridge enables more than 800 world-leading brands to increase market share, speed product adoption and effectively engage customers in local markets worldwide. Using innovative cloud technology platforms, we help overcome global communication challenges with translation solutions specifically designed for crucial customer touch points.

To learn more visit: www.lionbridge.com