



pacificinterpreters™

We understand.

Summary of Service

Pacific Interpreters proposes to provide world class telephonic and video interpretation services and to achieve the following goals:

- Comply with government mandates
- Provide equal access for culturally diverse patient communities
- Manage interpreting costs through group pricing
- Offer comprehensive usage reporting and accountability
- Enhance patient relations and increase positive outcomes
- Ensure convenient, easy to use, and transparent service
- Meet or exceed Joint Commission (JCAHO) requirements

BENEFITS

- Convenient
- Saves money
- Peace of mind
- No monthly spending minimum

TELEPHONIC INTERPRETING SPECIFICATIONS

- Service 24 hours a day, 365 days a year
- Interpreter available in 25 seconds or less
- Skilled interpreters specializing in medical interpreting
- Support for over 200 languages
- Language availability of 99.85%
- Confidentiality – HIPAA compliant
- Call monitoring for quality assurance
- Customized onsite implementation of service
- Live operators around the clock

VIDEO INTERPRETING SPECIFICATIONS

- American Sign Language (ASL) and Spanish service 24 hours a day, 365 days a year
- Cantonese, Mandarin, and Vietnamese service Monday-Friday, 8:00am EST – 11:00pm EST
- Interpreter available in 30 seconds or less
- ASL Nationally Certified Interpreters – NAD and RID Certified
- Skilled interpreters specializing in medical interpreting
- Software Based to provide support on any device, including iPads
- Customized onsite implementation of service
- Confidentiality – HIPAA compliant
- Video Relay Service (VRS) integration to replace TTY/TTD Devices

PRICING, SERVICES AND REPORTING

- KHA rate available to all members
- Free interpreting phones
- Translation and Language Assessment services available
- Individual billing and reporting for hospital facilities/departments
- No set up fees or monthly minimums
- Customized data collection and reporting, real-time call data reports accessible online