

LanguageU^C

Video Remote Interpreting



Being Understood is Empowering

LanguageU[®]

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LanguageU[®], video remote interpreting, empowers you to provide outstanding service and exceptional care when communicating with the Limited English Proficient and the Deaf and Hard-of-Hearing. Save valuable time and expense when you offer fast, one-touch access to trained video interpreters to facilitate full understanding through spoken and visual communication.

Video Remote Interpreting is Powerful

You can see the difference. LanguageU[®] is the bridge between the Limited English Proficient, the Deaf and Hard-of-Hearing, and the care, the service, and the experience they expect. Reduce the risk of misunderstanding when you see body language and facial expressions to read visual cues. Build immediate trust, rapport, and cooperation by communicating in-language, person-to-person.

With video remote interpreting, precise and effective interactions deliver outstanding service and care, improving satisfaction and building trust while increasing staff and employee productivity.



Enabling Communication. Empowering Relationships.SM

Top Languages and On Demand Access

- For your convenience, quickly connect with Spanish or American Sign Language interpreters, on-demand, 24/7.
- Trained video interpreters are also available on demand in the top requested spoken languages Monday - Friday, 5 a.m. - 8 p.m. PT.
- Audio only available 24/7 in more than 200 languages through your device by choosing "Audio Only".



www.LanguageLine.com

Highest Quality Interpreters You Can Trust

LanguageJ[©] connects you to experienced and professional video interpreters to ensure accurate, meaning-for-meaning interpreting. Our interpreters are specifically trained, tested and monitored for medical, legal and financial interactions. And, our American Sign Language interpreters are nationally NAD and RID certified. Our interpreter training exceeds industry standards. You can trust us to do our job, so you can focus on yours.

Ensure Compliance with Laws and Regulations

LanguageJ[©] helps protect your organization and employees from threat of lawsuits and fines by adhering to regulations. Fulfill compliance with federal and state laws that guarantees everyone has the ability to effectively communicate with you, including:

- Title VI of the Civil Rights Act of 1964
- Right to Financial Privacy Act of 1978
- Americans with Disability Act of 1990 (ADA)
- Health Information Portability and Accountability Act of 1996 (HIPAA)
- Gramm-Leach-Bliley Act of 1999 (GLBA)
- Centers for Medicare and Medical Services (CMS)
- Fraud, Waste and Abuse (FWA)



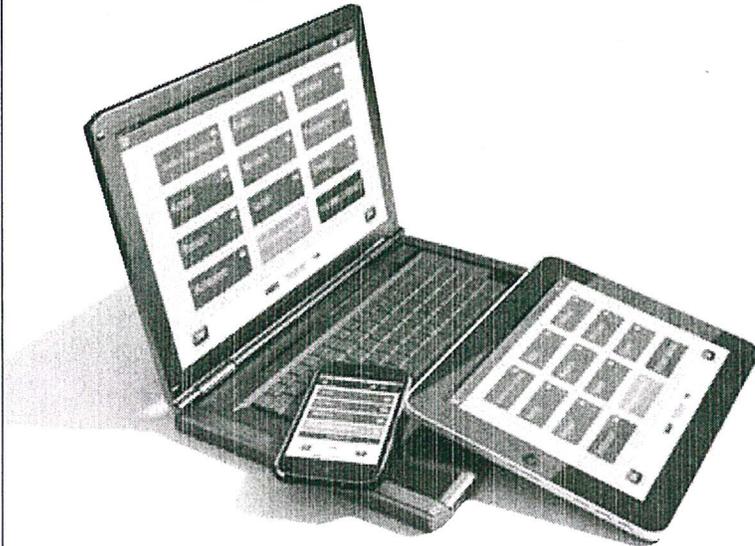
LanguageLine
Solutions[®]

Using Your Own Device is Cost Effective

No need for expensive, specialized equipment. Access qualified video interpreters with a touch of a button on your smartphone, tablet, desktop, laptop or computer on wheels with an internet connection. LanguageU[®] works within your current infrastructure without the expense of new hardware or extensive IT investment and support.

Superior Technology Means Clear Communication

To ensure quick connections to interpreters, our simple-to-access software connects via WiFi, Ethernet, or cellular, producing high-quality video and audio even under difficult operating conditions. The software automatically adjusts bandwidth connection speed to maintain quality and optimize your network connection while accessing an encrypted video network for privacy and security compliance. And, it's easy to use. Spend less time learning how to use a complicated device and more time providing service with Language U[®]'s intuitive graphic interface. You're just a touch away from a virtually face-to-face interaction with an interpreter.



What Our Customers Say



"Now with video interpreting, the patients and interpreters are really connecting – they're developing rapport. Best of all, the detailed information the interpreters gather leads to more effective, safer treatment."

Jonathon Hirsch

Director of Guest Services, Patient Advocate

Holy Name Medical Center



"LanguageU^C creates an immediate connection between the patient, our staff, and the interpreter that allows us to better understand and provide treatment. Sometimes waiting to get an interpreter in person is simply not an option in an emergency."

Alejandra Coronel

Language Service Supervisor

Presence Covenant Medical Center

Learn More

Please visit www.LanguageLine.com for more information on all our language access solutions:

- Over-the-phone, video, and on-site interpreting
- Translations and localization
- Testing and training of bilingual staff



1-800-752-6096 | LanguageUc@LanguageLine.com

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Attachment A4 LanguageU^C Video Remote Interpreting Charges

ENTERPRISE CONTRACT: Yes No

INITIAL TERM:

CUSTOMER NAME:

CUSTOMER NUMBER:

LICENSE FEES – Annual price per license

One license	\$79
2 to 10 licenses.....	\$69
11 to 30 licenses.....	\$59
31 or more licenses.....	\$49

PER MINUTE USAGE RATES - Usage is billed in one-minute increments based on the language requested

American Sign Language (ASL).....	\$3.35
Spanish	\$2.00
All Other Languages.....	\$2.50

SET-UP FEES – One-time set-up fees only apply for video conferencing equipment. A set-up fee is NOT applicable for PCs, MACs, iPads or tablets ONLY for Cisco, Life Size, and Polycom equipment.

One license	\$119
2 to 10 licenses.....	\$109
11 to 30 licenses.....	\$99
31 or more licenses.....	\$89

The person signing this agreement certifies that such person has read and acknowledged all terms and conditions, that he or she has read and understands all of the terms and conditions, and is fully authorized to execute this Agreement on behalf of and bind the Customer to all its terms and conditions. Both parties agree the delivery of the signed service agreement by facsimile or e-mail shall have the same force and effect of execution and delivery as the original signature.

SIGNATURES

Language Line Services, Inc.

Customer Name:

Accepted by (signature):

Accepted by (signature):

Name:

Name (type or print):

Title:

Title (type or print):

Date:

Date:

Prepared by and date:

Language Line

Telephonic Interpreting:

Spanish .85 per minute

Haitian Creole .99 per minute

All other languages .99 per minute

Video Interpreting:

American Sign Language (ASL) \$3.35 per minute

Spanish \$2.00 per minute

All other languages \$2.50 per minute

Video interpreting for ASL is less expensive than scheduling an in person interpreter and is easier to use because it is an on demand service that does not have to be arranged in advance.

The Language Line has a specific representative assigned to the State of Georgia agencies.