SAI LANGUAGE SOLUTIONS

CASE STUDY

HEALTHCARE / BEHAVIORAL HEALTH

How SAI Partnered with Eating Recovery Center to Boost Accessibility and Quality of Service

On-site and remote interpreting and translation, plus staff training, for ERC and Pathlight in Denver.



300+ languages

Including American Sign Language, available around the clock.

On-site and remote

Immediate access to interpreters, plus document translation.

Implementation & training

System setup and in-person training for care teams.

ABOUT THE CLIENT

Headquartered in Denver, Colorado, the Eating Recovery Center (ERC) and Pathlight Mood & Anxiety Center are international leaders in treating eating disorders, mood, anxiety, and trauma-related disorders. They offer comprehensive treatment for conditions such as anorexia, bulimia, binge eating disorder, depression, anxiety, and PTSD.

ERC and Pathlight use a holistic approach, incorporating various therapies to meet individual needs, with a multidisciplinary team creating personalized treatment plans for lasting recovery and overall well-being. ERC utilizes a full continuum of care, ensuring that patients receive expert behavioral health and medical treatment at every stage of their recovery journey.

CHALLENGE

The Eating Recovery Center faced challenges in providing effective care for patients with limited English proficiency, as communication barriers hindered their ability to understand and address the complex needs of individuals with eating disorders and related conditions. This gap in communication affected the center's capacity to accurately diagnose conditions, develop personalized treatment plans, and offer necessary emotional support, impacting the quality of care and patient outcomes.

To address this issue, the center recognized the urgent need for robust language services and culturally competent care strategies to ensure that all patients receive the high-quality, compassionate treatment they deserve.

SOLUTION PROCESS

1. **Assessment & Strategy**
   The Eating Recovery Center identified the need to improve communication with limited English proficiency patients. SAI assessed the specific needs and their impact on care delivery.

2. **Implementation**
   ERC partnered with SAI Language Solutions to offer interpreting and translation services, ensuring immediate access to remote and on-site interpreters. This partnership enabled the center to enhance communication, improve patient outcomes, and provide a higher standard of care to all individuals.

3. **Ongoing Support & Evaluation**
   Staff received ongoing training and support, with regular evaluations to assess language services. Patient feedback was collected to make necessary adjustments and ensure their needs were met.



RESULTS

The implementation of comprehensive language services at the Eating Recovery Center (ERC) significantly enhanced communication between healthcare providers and patients with limited English proficiency. This improvement led to more accurate diagnoses, the development of personalized treatment plans, and the provision of essential emotional support. As a result, patient satisfaction increased, and overall patient outcomes improved. Patients felt understood and supported, which positively impacted their recovery process.

- Improved care with reliable access to on-site and remote interpreters.
- Expanded services under the same budget.

FEATURES

Highly Qualified Medical Interpreters
Access a network of certified medical interpreters proficient in over 50 languages, including ASL. Our interpreters undergo rigorous screening and specialized medical training to ensure top-quality service.

Rapid Deployment
Benefit from our 99% interpreter assignment fill rate, ensuring availability when needed. Our efficient scheduling system enables quick deployment for urgent and scheduled healthcare needs.

Customizable Scheduling
Enjoy the flexibility of customizable scheduling options to suit your specific requirements. Whether you need interpreters for one-time medical appointments, recurring patient visits, or last-minute emergency situations, our team is ready to accommodate your needs.

Specialized Medical Interpretation Services
Benefit from specialized medical interpretation services tailored to hospitals, clinics, and private practices. Our interpreters excel in navigating medical challenges and terminology.

Cultural Competence
Ensure culturally competent care and communication with interpreters who are trained to be culturally sensitive and aware. This enhances the overall patient experience, ensuring they feel understood, respected, and comfortable during medical consultations.

Compliance and Confidentiality
Ensure compliance with industry standards and legal requirements, including HIPAA. Our interpreters uphold confidentiality protocols to keep patient interactions private and secure.

Device-Agnostic Access
Connect with a professional interpreter using your phone, tablet, or computer. Set up over-the-phone and video remote interpreting services seamlessly with your existing devices.

Call Flexibility and Customization
Streamline communication with Quick and Direct Dials for specific languages and easily add third parties to calls. Our workflows support both on-site and telehealth visits for versatile service delivery.

ABOUT SAI

At SAI, we go beyond translating or interpreting words from one language to another. We break language barriers, connecting people and helping them build meaningful and lasting relationships that define their mission and purpose. Our expertise ensures that language knows no limits, allowing our clients to strengthen connections, enrich lives, and grow their businesses.