SAI LANGUAGE SOLUTIONS

CASE STUDY

HEALTHCARE

How SAI Helped Methodist Healthcare Enhance Reach and Patient Care

On-demand phone and video interpreting for a San Antonio clinic network serving Limited English Proficient patients.



300+ languages

Including American Sign Language, available around the clock.

On-demand access

Over-the-phone and video remote interpreting on existing devices.

Implementation & training

System setup and in-person training for care teams.

ABOUT THE CLIENT

Methodist Healthcare, located in San Antonio, Texas, provides essential medical support and services through its network of clinics. With a wide range of programs, including counseling, social services, and community outreach, Methodist Healthcare aims to serve all individuals, regardless of their language proficiency.

CHALLENGE

The primary challenge for Methodist Healthcare was overcoming language barriers that hindered their ability to deliver comprehensive and compassionate care to Limited English Proficient (LEP) individuals, impacting the quality of services and patient outcomes. This issue was compounded by the need to manage appointments and walk-ins across multiple locations, requiring flexible and prompt scheduling of interpreters.

Ensuring interpreter availability was crucial for seamless communication and high-quality care, highlighting the need for a reliable language services provider adaptable to varying demands.

SOLUTION PROCESS

1. **Assessment & Strategy**
   Methodist Healthcare identified communication barriers impacting patient care. SAI assessed language needs and developed a strategy to implement effective language services, ensuring equitable, high-quality treatment for all patients.

2. **Implementation**
   Methodist Healthcare partnered with SAI Language Solutions to implement on-demand interpretation services, including over-the-phone and video remote interpreting, accessible via phones, tablets, or computers.

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 SAI's on-demand language services significantly enhanced communication between Methodist Healthcare staff and LEP individuals across its various clinics. This improvement led to better understanding and addressing of the needs of the community, resulting in:

- Increased accessibility and quality of services for LEP individuals.
- Higher satisfaction rates among LEP individuals and their families.
- Improved overall experience and outcomes for patients.
- Improved staff capacity for inclusive and comprehensive care.

FEATURES

Highly Qualified Medical Interpreters
Access certified medical interpreters proficient in over 50 languages, including ASL, who undergo rigorous screening and specialized medical training for top-quality service.

Customizable Scheduling
Enjoy flexible, customizable scheduling for one-time appointments, recurring visits, or last-minute emergencies, tailored to your needs.

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.

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.

Rapid Deployment
Benefit from our 99% interpreter assignment fill rate, ensuring availability when needed, with an efficient scheduling system for quick deployment.

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.

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.

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.