

# Deliver Quality Care In Over 300 Languages

**SAI For Mental Health**



# Provide Exceptional Care In Every Language.

Striving to meet the needs of limited English proficient (LEP) patients is essential, reflecting a commitment to inclusivity in care. Moreover, offering comprehensive language options is financially beneficial. In 2020, the United States had over 25 million limited English proficient (LEP) residents and an additional 12 million who are Deaf or Hard of Hearing (DHH). Addressing their needs leads to improved outcomes, prevents costly errors, and promotes health equity.

## Organizations that offer interpreting and translation services can:

- ☒ Decrease healthcare disparities
- ☒ Provide services for LEP, Deaf or hard of hearing patients.
- ☒ Reduce risk and miscommunication.
- ☒ Lower readmission rates
- ☒ Improve HCAHPS scores and Star Ratings
- ☒ Increase patient satisfaction
- ☒ Ensure ACA Section 1557 and ADA compliance

## SAI Offers Certified Medical Interpreters





# Why Leading Healthcare Organizations Choose SAI:



## 17,000+ INTERPRETERS

Our professional interpreters always adhere to the highest standards of excellence in the industry.



## PROVEN EXPERIENCE

Boasting over 16 years of expertise in the industry, serving leading companies.



## RIGOROUS SECURITY

We prioritize protecting your organization's confidential information. We ensure regulatory compliance with the utmost seriousness.



## ADVANCED TECHNOLOGY

Our expert linguists and advanced technology ensure precise services and long-term cost savings.



## 300+ LANGUAGES

We offer services in 300+ languages, including ASL and rare languages.



## CUSTOM SOLUTIONS

We stand out by tailoring services to meet your specific needs.



## DATA TRANSPARENCY

Our user-friendly reporting and analytics provide clear tracking and insights to enhance your language access plan.



## RESPONSIVE TEAM

We pride ourselves on being responsive and attentive, always there when you need us. We have around the clock availability and customer support.



## COMPLIMENTARY IMPLEMENTATION SUPPORT

We offer free on-site and remote implementation training and support materials to ensure your language access plan's success.





SAI's certified medical interpreters are available 24/7, providing dependable, clear audio and video in moments of need.



# On-Demand Interpretation

## Deliver exceptional care by connecting with SAI's Certified Medical Interpreters.



**Instant Interpreter™** is perfect for healthcare organizations seeking flexibility, speed, and consistent quality in accessing expert medical interpreters. With 24/7 availability and a network of over 17,000 interpreters, all your patients' language needs can be met within seconds. Our advanced connectivity, comprehensive data capture options, and detailed reporting enhance workflow efficiency, provide crucial information for managing language access programs, support precise billing, and facilitate easy expense allocation.



### **Instant Interpreter™: Over-the-Phone Interpretation**

For quick and efficient language support, our over-the-phone interpretation service connects you with a qualified interpreter in seconds. This is a convenient option for phone calls, remote consultations, and situations where in-person interpretation is not feasible.

- 300+ languages, available 24/7
- Every call is HIPAA-compliant
- Soc 2 Type 2 Hospital Grade Security
- Traditional telephonic and digital access
- In-person and remote encounters
- Custom inbound and outbound call flows
- Overflow solutions for staff interpreters
- Telehealth solutions



# On-Demand Interpretation



## Instant Interpreter™: Video Interpretation

SAI's Video Interpreting fosters trust, minimizes misunderstandings, and enhances patient care. Our service connects you with experienced, medically qualified professionals who provide precise interpreting in over 40 major languages, including American Sign Language and British Sign Language.



### With Instant Interpreter you can:

- Reach qualified medical interpreters in seconds.
- Count on crystal-clear video and audio
- Stay secure with full encryption
- Support adherence to ADA and Title VI laws and regulations
- Comply with ACA Section 1557 and HIPAA requirements



## SAI APP and Client Portal

SAI's intuitive app and client portal provide seamless access to our comprehensive range of interpreting and translation services. Whether scheduling on-site interpreters or accessing on-demand language support within seconds, our platform empowers customers with flexibility and efficiency. Manage appointments effortlessly, track invoices, and ensure streamlined communication across all interactions. Designed for ease of use, our app and web portal enhance customer convenience while maintaining the highest standards of service delivery.



- Schedule On-site and Remote Appointment
- Access On-demand Services
- Access Call Ratings and Comments
- Customize and Schedule Reports
- View and Download Invoices
- Support 24/7







# Remote Simultaneous Interpretation

Remote simultaneous interpretation (RSI) technology enables seamless access to interpreters, no matter where you are. Healthcare organizations can use RSI platforms to connect with multilingual patients and their families, offering live translation, multilingual presentations, and AI-generated captions to ensure clear communication and support throughout the recovery journey.



## Live Translation for Every Occasion

Whether it's a small group session or a large conference, SAI's remote simultaneous interpreting ensures your events are inclusive and accessible to all. It's the ideal language solution for engaging multilingual participants in healthcare settings.

- **Multilingual Support:** Boostlingo Events provides multilingual capabilities across all touchpoints, including chat, polling, and translated presentations.
- **Inclusive Accessibility:** Accessibility features include sign language interpretation, real-time captions, and live translations.
- **Human and AI Translation Options:** Select from human interpreters or AI-powered live speech translations for flexible communication.
- **Cost-efficient & Sustainable:** Remote simultaneous interpretation minimizes costs, saves time, and lowers carbon emissions.

# On-Site Interpretation

Our professional interpreters are easily scheduled for remote or in-person appointments, with flexible assignments ranging from the two-hour minimum to full or half-day shifts. Consider utilizing an in-person interpreter for extended patient engagements, family consultations, mental health appointments, group meetings, and more.



SAI's on-site services enables staff to connect with hundreds of professionally trained interpreters across the U.S., fluent in over 250 languages, including American Sign Language. We support thousands of in-person interpreter requests annually for clients nationwide, achieving a 98% national fill rate.



## With SAI's on-site Interpreting, you can:

- Let multiple speakers interact freely without structured turn-taking
- Communicate effectively in complex, critical, and sensitive situations
- Serve people who are Deaf or Hard of Hearing (DHH)
- Communicate with young children who have underdeveloped language skills
- Adhere to ADA and Title VI laws and regulations
- Comply with ACA Section 1557 and HIPAA requirements



### On-site Interpreting

Schedule an SAI interpreter to visit your location in advance. Select the interpreter's gender and language, and rest assured they will arrive dressed professionally.



### Virtual On-site Interpreting

Our scheduling system provides 24/7 online access to book interpreters for virtual meetings. Choose your interpreter, set your video conference time, and maintain continuity with the same on-site interpreter across popular platforms.





# Document Translation

- ▶ We cater to your translation needs across languages, channels, and timelines. Receive expert support to ensure clear communication at any scale. Our professionals excel in transforming language challenges into opportunities through customized solutions that boost efficiency, enhance patient experience, and achieve better outcomes.



Engage with your patients using accurate, accessible multilingual written and digital content. Healthcare organizations require a partner proficient in translating crucial communications. SAI's experts handle diverse types of written content:

- Documents
- Forms
- Claims
- Enrollment materials
- Online content and communications
- Community outreach
- Policies and procedures
- Regulatory compliance documentation



# Localization

SAI's Localization services are designed to help your organization effectively reach global audiences by adapting content to resonate with local cultures and languages. We provide expert translation and localization across various media, ensuring that messages maintain their intended message. Our services cover websites, software, marketing materials, and more, allowing you to communicate with diverse markets worldwide.



## Transcription

Rely on SAI to handle audio and video transcription effortlessly. We offer transcription from audio to text, voiceovers, and translation in over 250 languages. Trust our linguists to deliver high-quality transcriptions, consistent with our service standards.

## Accessibility Solutions

Ensure your content reaches every member of your audience. SAI provides comprehensive accessibility services, including Braille, large print, audio recordings, and 508-compliant documents.



# Four Ways To Better Serve Your Patients:



## 1. AI Captioning and Transcriptions

Convert spoken words into written text, translatable into 130 languages with our AI-powered captioning tool. Meeting transcripts are available for download within minutes after your session ends.



## 2. AI Speech Translation:

Our app converts spoken words into other spoken languages using cutting-edge speech-to-speech technology, providing real-time audible interpretation.



## 3. AI for Multilingual Events

Accurate AI captioning for event translation and transcription. This cost-effective solution is perfect for webinars, conferences, and global meetings.

SAI uses advanced AI to convert spoken words into accurate, clear written and translated text. Our transcription services capture meetings, lectures, and interviews precisely. With text-to-speech capabilities, SAI enhances accessibility and engagement by bringing written content to life in multiple languages. From conferences to global events, SAI ensures clear, effective communication, connecting you effortlessly with your audience worldwide.



## 4. Equipment Rental

SAI offers reliable and affordable on-site simultaneous interpretation equipment to make your next meeting, conference, or lecture accessible to everyone in your audience. Whether you require a complete interpretation system or specific equipment, we've got you covered. Most simultaneous interpretation setups are held in fixed locations with soundproof booths, but for events like walking tours, we offer portable interpretation systems that function similarly without the need for soundproof booths.

# Implementation

## Complimentary Implementation for Your Success

At SAI Language Solutions, we provide a complimentary implementation process to ensure a smooth and effortless transition to our services. Our goal is to minimize your administrative burden while maximizing your success. Here's how we achieve that:

- **Tailored Setup:** We configure your account based on your specific preferences and needs.
- **Seamless Transition:** We handle the entire switch from your previous provider with ease.
- **Minimal Effort Required:** Our process is designed to require very little involvement from your team during the rollout.

## Complimentary Implementation Process:

- **Meet Your Team:** Introduction to your dedicated SAI implementation team.
- **Kickoff Call:** Align expectations and timelines with key stakeholders.
- **Go-Live:** Deploy and set up equipment at no additional cost, ensuring minimal downtime.
- **Promote Adoption:** We help drive adoption of new language services within your organization.
- **Monitor Satisfaction:** Continuous satisfaction monitoring to ensure all your needs are met.

This complimentary implementation ensures that you receive high-quality services without any additional costs or stress, allowing your team to focus on what they do best.







LANGUAGE WITHOUT LIMITS™

# YOUR PATIENTS. THEIR LANGUAGE. OUR EXPERTISE.

In a world more connected than ever, the need for a trusted language partner in healthcare has never been more valuable.

## START TODAY

Contact SAI to begin enhancing your patient communication and care.



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