

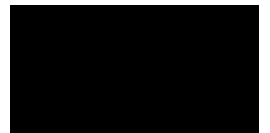
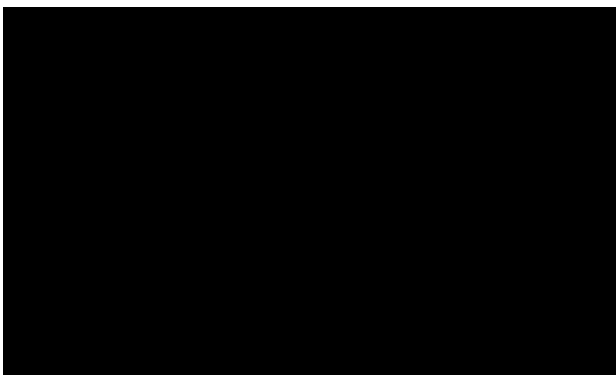


RFP #92222C

Interpreter Scheduling System



**Prepared for Superior
Court of California,
County of Santa Clara**



System Architecture

Our results highlight that, overall, the interpretation experience among patients who used any type of professional interpretation was positive, and that **the quality found with in-person interpretation is preserved for remote modalities**. Health systems should consider a multimodality approach to interpreter service provision..."

— From the 2021 study, "Patient Perspectives on the Quality of Professional Interpretation" in the *Journal of General Internal Medicine*

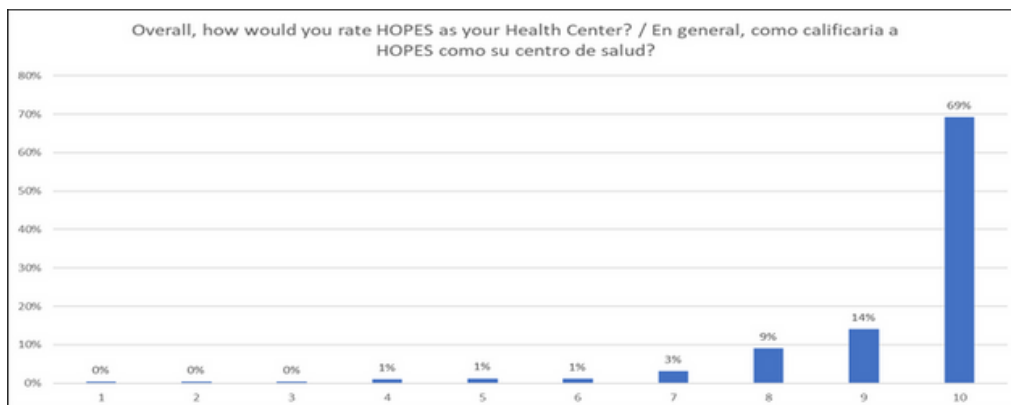
74 %

of health systems are investing in patient access technology in the next year

PATIENT EXPERIENCE

Health systems and practices are investing in patient access. High quality language support is an essential piece of the overall patient access puzzle.

69% of patients at [REDACTED] customer [REDACTED] rate their health center 10/10.



1) System Architecture

i) Describe your proposed solution architecture, including the major application components / modules for the full package of services you are proposing, what elements, if any, are outsourced, and the solution partners/providers?

██████████ is a SaaS based platform running in AWS. We have multiple regions depending on the clients data sovereignty requirements. ██████████ separates client data using a multi-tenant architecture. Each customer is a tenant and data is segregated by that customer's unique identifier. All Development is in house and no data is stored on any 3rd party providers. The Platform is hosted in AWS and runs on Twilio.

ii) Provide entity relationship management / data model models (these are intended to help us understand the solution architecture, and do not need to be comprehensive)

See Architecture Diagram Document

iii) Identify what platform(s) are used for Video Conferencing Interpreting (e.g., video conferencing platform, cloud-based platform, Skype, Microsoft Teams, etc.).

██████████ runs on Twilio. We have Zoom Video and Audio Integration, Webex Audio Integration. Audio integration into other platforms can be supported if the other solution has the ability to dial out either to an IVR or SIP.



2) Service Management

a) Describe your Incident Management severity levels and how each of these severity levels is addressed within prescribed timeframes. What are the performance specifications outlined in Service Level Agreements? How are service levels measured? What penalties apply if services levels are not met?

We have a few tiers of support that we respond to from partners. Our mission is to train our partners to be able to respond to Tier 1 and 2 support calls from their clients. Tier One would be described as simple how to questions such as (a) what is my password (b) where can I access the app. Tier Two would be defined as basic troubleshooting such as (a) making sure the client is using the most recent version of the app (b) the network has been tested for Twilio (c) camera and or microphone are enabled and allowed access. Tier three are all other events that are escalated to [REDACTED] support that require deeper troubleshooting and investigation such as call routing changes, unexpected behavior within the app or IVR.

i)At a minimum, provide service descriptions, service commitments and service level objectives for the following:

(1)application availability and response time service level requirements (e.g., application availability, scheduled maintenance window(s), application response time, and call answer time)

Calls across all languages are connected on average within 30 seconds. Application uptime is 95%.

(2) support coverage levels for extended support. Include support types provided (e.g., telephone, on-site, web-based) and hours of support (i.e., availability of help desk support)

General support is available during US business hours 6am – 8pm EST. Business Critical issues are monitored 24/7 and a response will be received within 2 hours of issue being reported.

3) Identify what platform(s) are used for Video Conferencing Interpreting (e.g., video conferencing platform, cloud-based platform, Skype, Microsoft Teams, etc.).

[REDACTED] runs on Twilio. We have Zoom Video and Audio Integration, Webex Audio Integration. Audio integration into other platforms can be supported if the other solution has the ability to dial out either to an IVR or SIP. [REDACTED]

COST SAVINGS

No hourly minimums

With on-demand virtual interpretation, your providers can immediately get connected to an on-demand interpreter and only pay for the time on the call. Your practice won't need to secure a two-hour block of time or pay for travel expenses.

Use our network instead of hiring

Do you have infrequent interpretation needs or live in a remote area? Staffing a full-time interpreter to be available for your patients is simply not a cost-effective solution.

██████████ maintains a network of 10,000 interpreters for 300 languages. Save on benefits and full-time compensation by using the ██████████ platform instead.

EASY TO USE

██████████ works on any device. Install the app on a tablet for your practice and providers can get connected in just a few clicks, or get connected through a web browser on any computer

Only need audio? Take a tip from ██████████ customer ██████████ and get a quick dial phone number for your most used languages. At ██████████ doctors have a list of phone numbers to dial by language in every exam room.



SECURE

HIPAA Compliant

Our medical interpreters are required to maintain their HIPAA compliance and retest every two years. We also use best-in-class information security practices to keep the connection and patient data secure.

Whether using interpretation in conference calls or telehealth our video platform, patient security is our priority.



83%

of patients expect to
continue using
telehealth after the
pandemic

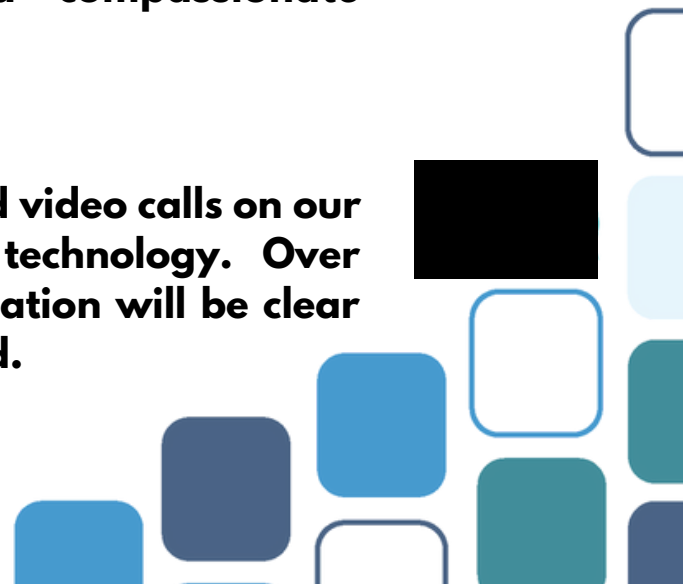
HIGH QUALITY

Interpreters

Interpreters on the [REDACTED] platform are required to have at least three years of experience and 40 hours of medical terminology training. When your patients and providers get connected, [REDACTED] interpreters will be capable and compassionate partners in care.

Connections

We host stable, crystal-clear audio and video calls on our platform thanks to our streaming technology. Over stable internet connections, communication will be clear and comfortable for everyone involved.



VIRTUAL MEDICAL INTERPRETATION WITH



**Low costs. High quality.
Interpretation reimaged.**

