



One Solution for all Your Language Services Needs

Easiest switch you'll ever make

Language interpretation and localization services can be cumbersome and expensive, requiring many manual processes as well as multiple applications, devices and vendors. Even with all the right tools, the experience and quality can vary considerably.

Language Services is an all-in-one language services platform with on-demand video and audio interpretation. Connect to an interpreter in just one tap.



Best-in-Class Software All-in-One Solution

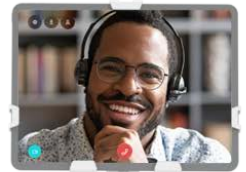
- On-demand video and audio interpretation app connects you to over 9,000+ qualified interpreters for 350+ languages in an average of 8 seconds.
- Removes third-party and manual scheduling processes with both on-site and remote scheduling all within the app.
- Mimics a telehealth platform to make virtual appointments simple with third-party and group conference features.
- Handle on-site and remote scheduling all within the platform.

Value You Can't Find Anywhere Else

- Our world-class equipment program provides premium phones, tablets and hospital-grade stands commensurate with usage.
- Fast, flexible and easy implementation process creates a quick and customized experience handled by our team of experts.
- Invite and conference in additional parties at no additional charge.
- Efficiency and technology allow us to pass along even more cost savings to our clients.

Connection with Technology You Can Depend On

- Quick and reliable connections, including 5 mbps+ connection speed and mobile device management support with a direct communication bridge to our technology team.
- Consolidates OPI and VRI to provide a mobile- friendly, high-quality video and audio experience.
- Integrates with Epic, other EMR/EHRs, Telehealth and Content Management Systems.
- Connect unlimited devices in 24 hours, with one user code per account.



Let's Get Started!

888-456-1626 | OnDemand@LTCLS.com | www.LTCLS.com

LTC Language Services

How to Use Language Services

On-Demand Video & Audio Interpretation in 1 Tap

A qualified interpreter is at your fingertips with Language Services—our proprietary app with the fastest connection times for Video Remote Interpreting (VRI) and Over-the-Phone Interpreting (OPI) services.

Simply select video or audio for over 350 languages, get connected, and the interpreter takes care of the rest.

How to Download & Access the App

Search for “Language Services” in the App Store or Amazon Appstore, and download the app to your device.



How to Connect with an Interpreter

1. With the app downloaded and open, log in with your User Code.
2. Select the video icon to connect with an interpreter via video. Select the phone icon to connect with an interpreter via audio.
 - You'll be connected with the soonest available interpreter in the selected language.
 - If you requested a video interpreter and one is not available within 30 seconds, you will be given the option to connect via audio.
3. Once connected, the interpreter will take care of the rest.
4. After you're done, rate your experience so we may use your feedback to continually improve.

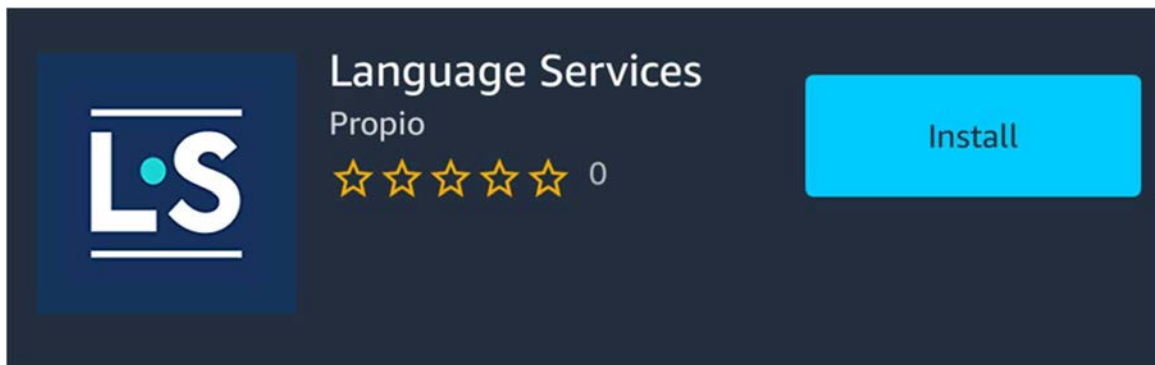


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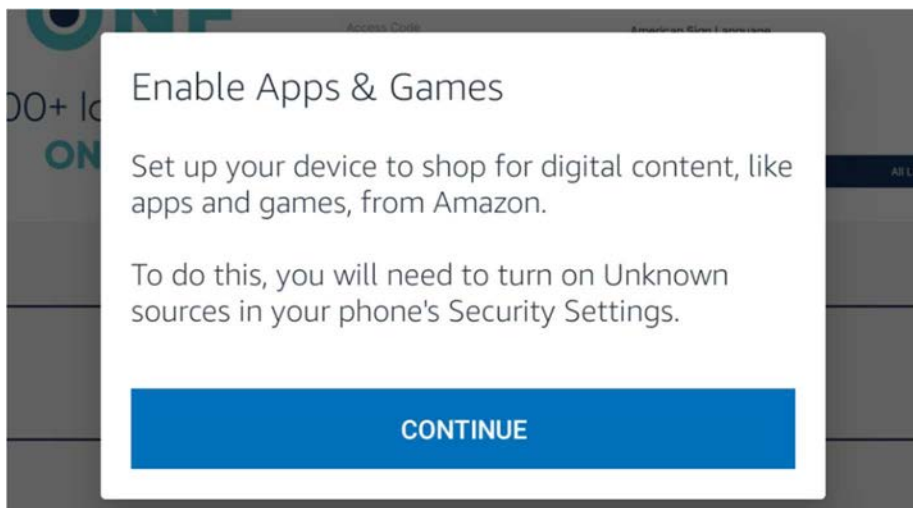


How to Install Language Services on Your Android Device

- Go to the following link:
https://www.amazon.com/gp/mas/blp/install/ref=mas_mbl_ldg?campaign=default&channel=us&appName=hollywood&appVersion=us_stable&asin=&dl=1
- Follow the instructions on the site to install the Amazon Appstore.
- Search for “Language Services” in the Appstore. It will look like the image below.



- Click “Install”.
- You should get the pop-up pictured below.



- Click “CONTINUE”
- Click “GO TO SETTINGS”
- Select the Amazon Appstore and turn on “Allow from this source”.
- Finish your installation of LTC's Language Services.



Over 300 Languages On Demand

Languages listed may belong to a language family and all languages, dialects, or spellings may not be listed.

Acehnese**	705	Bosnian	37	Dutch	84	Hokkien**	735
Achi **	525	Bulgarian	67	Edo**	722	Hunan **	531
Acholi **	702	Burmese	21	Esperanto	343	Hungarian*	369
Afar**	701	Calabrese**	251	Estonian**	344	Ibanag	739
Afrikaans**	302	Cambodian	327	Ewe**	345	Ibo*	65
Akan**	303	Cantonese	31	Fanti**	348	Icelandic**	738
Akateco*	304	Cape Verdean Creole	328	Farsi	33	Igbo**	690
Albanian	47	Carolinian**	712	Filipino	73	Ilocano (Iloko)*	371
Amharic	39	Castellano (Castilian)*	13	Finnish**	351	Ilonggo (Hiligaynon)**	372
Amoy	308	Catalan**	331	Flemish**	528	Inabu Arabuc*	236
(Xiamen Hokkien)**		Cebuano**	332	Fon**	560	Indonesian	70
Anuak *	309	Chaldean	333	French	26	Italian	56
Apache**	706	(Neo-Aramaic)**		French Canadian	352	Ixil**	373
Arabic	23	Chamorro**	716	French Creole	686	Jamaican *	741
Arabic (Algerian)	307	Cherokee**	711	Fukienese**	354	Jamaican Creole**	666
Arabic (Egyptian)	636	Chichewa**	997	Fulani (Fula)*	36	Japanese	63
Arabic (Hassaniya)**	638	Chin	32	Fur**	355	Jaraj**	374
Arabic (Jordinian)	744	Chin (Falam)	347	Fuzhou**	687	Javanese*	375
Arabic (Levantine)	922	Chin (Hakha)	688	Ga **	356	Jula**	578
Arabic (Moroccan)	423	Chin (Lai)	586	Ganda**	398	Kabye**	337
Arabic (Sudanese)	460	Chin (Lautu)**	394	Garre**	530	Kachin**	376
Arabic (Tunisian)	789	Chin (Mizo)	420	Georgian*	82	Kamba**	729
Arabic (Yemeni)	542	Chin (Tedim)	674	German	61	Kandahari**	253
Arakanese**	312	Chin (Zo, Zomi)**	489	Gheg**	967	Kanjobal (Q'anjob'al)**	377
Aramaic	313	Chin	490	Goya **	618	Kannada**	378
Armenian	59	(Zophei/Zyphe)**		Greek	68	Kapampangan**	571
Ashanti*	704	Chinese (Hokkien)**	412	Guarani**	670	Kaqchikel**	379
ASL	491	Chinese (Lanyin)**	395	Guere**	620	Karen	34
Azeri (Azerbaijani)**	316	Chinese (Toisanese)**	472	Guinea-Bissau	195	Karenni	380
Bahasa Melayu	318	Chin Matu**	409	Gujarati	40	Kayah**	813
Bajuni (Tikulu)	319	Choujo **	606	Gusii (Ekegusii)**	734	Kazak**	517
Bambara**	320	Chuj**	335	Hainanese**	734	Kazakh**	381
Bashkir**	710	Chuukese**	338	Haitian Creole	28	Kejia	532
Basque**	322	Cotocoli**	715	Hakka-Chinese	362	Khmer	382
Bassa**	545	Creole**	339	Harari**	736	Kikuyu (Gikuyu)**	384
Belarusian**	324	Croatian	671	Hausa**	638	Kinyarwanda	94
Belize Creole English**	556	Cupik**	443	Hazaragi**	219	(Kinyamulenge)	
Bemba**	709	Czech	91	Hebrew*	689	Kirghiz	551
Bengali	48	Danish*	340	Hina**	385	Kirundi**	53
Berber**	326	Dari	80	Hindi	43	Kisii**	751
Binj**	599	Dinka **	341	Hindko **	368	Kiswahili	673
Bisaya**	478	Dioula (Dyula)**	577	Hmong	44	Kituba**	752

Bold indicates video (VRI) availability, either on-demand or pre-scheduled.

Kizigua**	386	Marathi**	405	Popti**	600	Swahili	38
Kongo (<i>Kikongo</i>)**	518	Marshallese**	81	Portuguese	300	Swedish	462
Konkani**	554	Masalit**	697	(Brazilian)		Sylheti**	463
Korean	30	Matu**	408	Portuguese	597	Tagalog	46
Kosraean**	750	Mbay**	759	<i>(European)</i>		Taiwanese*	508
Kotokoli**	533	Mende**	410	Portuguese Creole	438	Tajik**	465
Kpelle**	519	Mien**	411	Pothwari**	797	Tamil*	85
Krahn**	387	Mina**	413	Pulaar**	439	Telugu	466
Krio	388	Minangkabau**	414	Punjabi	249	Tem**	651
<i>(Sierra Leone Creole)**</i>		Mirpurji**	534	Puxian**	681	Temne**	467
Kurdish	76	Mixteco Alto**	417	Qeqchi**	444	Teochew**	468
Kurdish Badini**	745	Mixteco Bajo**	757	Quechua**	445	Tetum**	470
Kurdish Kurmanji*	391	Moldovan**	535	Quiche (<i>K'iche</i>)**	19	Thai	57
Kurdish Sorani	558	Mon**	819	Rohingya	16	Tibetan**	83
Kyrgyz**	392	Mongolian**	698	Romanian	52	Tigre**	794
Lanzhou**	756	Montenegrin **	761	Runyankore**	779	Tigrinya	45
Lao (<i>Laotian</i>)	692	Moore**	422	Russian	27	Tongan**	97
Latvian*	393	Mushunguli**	762	Samoan*	79	Trukese**	547
Lingala	694	Navajo**	424	Sango**	447	Tshiluba**	807
Lithuanian*	69	Neapolitan**	765	Sarahuli**	777	Turkish	54
Lorma (<i>Loma</i>)**	397	Nepali	25	Saraiki**	510	Turkmen**	790
Luganda**	398	Newari**	764	Sarikoli**	448	Twii**	66
Luhya	550	Nigerian**	829	Senthang**	786	Ukrainian*	71
Luo**	754	Norwegian**	427	Serbian	62	Urdu	41
Macedonian*	93	Nuer**	428	Serbo-Croatian	64	Uspanteko**	973
Mai Mai	78	Oromifa	766	Shan**	449	Uyghur**	476
Maylay**	237	Oromo	96	Shona**	782	Uzbek*	301
Malagasy**	763	Pashto	77	Sicilian**	451	Vietnamese	22
Malayalam	75	Patois	772	Sinhalese**	453	Visaya**	478
Malaysian (<i>Melayu</i>)**	695	Persian	74	Siyin (<i>Sizang</i>)	785	Wolof*	482
Malinke**	401	Pidgin**	432	Slovak**	484	Xhosa**	800
Mam**	403	Pidgin	767	Slovenian (<i>Slovene</i>)**	787	Yiddish**	484
Manado Malay**	507	<i>(Cameroonian)**</i>		Somali	29	Yoruba*	88
Mandarin	24	Polish	42	Soninke**	456	Yup'ik**	485
Mandinka** Mara**	404	Ponapean/	435	Spanish	1	Zapotec**	524
758		Pohnpeian**		Susu**	780	Zulu**	544

In the event interpretation or translation is needed for a language not on this list, your Client Success Manager will work with our recruiting team to find a linguist with the appropriate credentials for your situation. Please note that while most languages are available 24/7/365 on demand, it may be beneficial to schedule some languages of limited diffusion to avoid extended hold times. Your Client Success Manager will provide updates on scheduling recommendations based on your language usage.

*On-demand languages of limited diffusion. Please anticipate longer wait times to connect. **Languages of very limited diffusion. While attempting to connect on-demand is possible, please anticipate much longer wait times. It is strongly recommended to schedule these languages in advance rather than attempting to connect on-demand. This list may not be comprehensive of all languages and dialects we serve. Please reach out to us for any language needs you have.



Interpreter Quality



OUR PEOPLE + PROCESS GUARANTEE BEST IN CLASS DELIVERABLES

We maintain best in class interpreter status by incorporating a proven effective multi-step selection process. Based on these high standards, on average only 20% of prospective interpreters pass the screening process and interpret.

Interpreter Screening Process

- Minimum 1 year prior professional interpreting experience (average is 8 years)
- Third-party language proficiency test with passing score of 3 or higher on the nationally-recognized ILR scale
- Culture fit interview
- Mock oral interpretation to evaluate 24 quality standards with a passing score of 80%+
- Resume review
- Written medical terminology assessment with a passing score of 90%+
- Background check and security screen
- IT spec test
- Orientation with signed commitment to confidentiality, adherence to ethics, and HIPAA compliance

Evaluation process conforms to interpreting standards defined by:

National Council on Interpreting in Healthcare (NCIHC)
International Medical Interpreters Association (IMIA)
California Healthcare Interpreters Association (CHIA)

Continuing Education

- Interpreter Portal – reference and training materials, feedback and discussion
- Quality Assurance Team – led by interpreters with 20+ years' experience
- Virtual forums on a biweekly basis

Ongoing Quality Control

- Client Call Ratings
- Monthly Call Reviews
- Random Call Reviews
- Performance Tracking

Interpreter Ethics – National Council on Interpreting in Healthcare (NCIHC)

1. Accuracy
2. Confidentiality
3. Impartiality
4. Respect
5. Cultural Awareness
6. Role Boundaries
7. Professionalism
8. Professional Development
9. Advocacy

To explore how we might be able to help meet your needs through our interpreting services, please call or email us.



Tips and Pre-Scheduled Calls

Your Role

- 1 If you expect the call to last more than 45 minutes, tell the interpreter at the beginning.
- 2 Give the interpreter an opportunity to introduce themselves and confirm the correct language has been requested.
- 3 Introduce yourself to the Limited English Proficient (LEP) client and explain the reason for calling.
- 4 After speaking a few sentences, pause to give the interpreter time to provide renditions in the target language.
- 5 Always speak in first person, just as you would in normal conversation. For example, say, "Do you have a fever?" rather than "Ask her if she has a fever."
- 6 Please note that poor audio connections can be caused by any party on the line. If the interference makes it difficult to communicate, have the single participant call back in or have all parties hang up and re-initiate the call.
- 7 Remember to officially end the call with the interpreter. Interpreters may not clearly receive non-verbal cues that you have finished your session.

Your Interpreter's Role

- 1 The Limited English Proficient (LEP) client is required to verbally state the content of written documents or explanations before the interpreter is allowed to provide interpreting services.
- 2 The interpreter should not have a side conversation with client end-user or Limited English Proficient (LEP) client. They must relay all statements back to you or your client.
- 3 Interpreters may report feedback to LTC client support on your behalf. However, you are encouraged to report feedback to our Client Success Team.

Know Your Languages

Many cultures have multiple dialects that are often similar, yet not considered the same language. Please make sure that you are requesting the specific dialect.





Tips and Pre-Scheduled Calls

When to Schedule

- 1 Rare languages of limited diffusion (see Language Availability List)
- 2 If your appointment is expected to last longer than your standard allotted time (or more than 3 hours)
- 3 Submit request by 4:00 pm CST the business day *prior to the requested scheduled date*. Rare languages are encouraged to provide a 48-hour notice due to limited availability.

To Access Your Pre-Scheduled Interpreter

If you will need a third-party dial out, please call 913-871-6716, give the operator your booking reference number, and wait to be connected with your interpreter. If you do not need a third-party dial out, please use the instructions below.

- 1 Have the booking reference number ready.
- 2 Dial 913-361-5450.
- 3 When prompted to enter the conference ID, enter the booking reference number .
- 4 Please wait for the interpreter to join the call.
- 5 *NOTE: Please allow up to five minutes for the operator to bridge the call. If there are any connection issues, dial 913-871-6716 for assistance.*

How to Pre-Schedule a Telephonic Interpreter

- 1 Send your request by email to OnDemand@ltcls.com
- 2 Provide the following information:
 - ✓ Date, time, time zone
 - ✓ 4 or 5-digit LTC account number
 - ✓ Language, intake questions on instruction card
 - ✓ The caller's contact information
 - ✓ Estimated length of scheduled call Indicate
 - ✓ if a third-party call will be needed
- 3 A confirmation email will be sent to the original requester once the interpreter has been secured.

Canceling a Pre-Scheduled Telephonic Interpreter:

Send the cancellation request to OnDemand@ltcls.com at least 48-hours before the start time of the scheduled request to avoid the minimum charge.

IMPORTANT: The Scheduling Team will continue to secure an interpreter until requested start time or request has been canceled.