LanguageLine Solutions®

LanguageLine Over-the-Phone Interpreting

Bridge language and cultural barriers

Being Understood is Empowering

Enabling communication in any situation.SM

Language Access at ALL Touch Points

SPOKEN AND SIGNED

LanguageLine® Over-the-PhoneSM Interpreting

LanguageUC® Video Remote Interpreting

LanguageLine® OnsiteSM Interpreting

Personal InterpreterSM App

WRITTEN

LanguageLine® TranslationSM

and

LanguageLine® LocalizationSM

BILINGUAL STAFF TESTING & TRAINING

LanguageLine Academy®

BRIDGE LANGUAGE AND CULTURAL BARRIERS

Improve Productivity / Maximize Revenue / Decrease Expense / Improve Image

Boost Customer Service / Build Loyalty / Comply to Regulations and Laws

LanguageLine Over-the-Phone Interpreting

Easily and quickly understand and communicate with everyone you serve

LanguageLine Solutions® Over-the-Phone℠ interpreting provides on-demand, quick, access to highly qualified interpreters, 24/7/365, in more than 200 languages, so you can communicate with the Limited English Proficient (LEP) communities you serve. Providing language services helps you build customer satisfaction, comply with applicable laws and regulations, increase productivity, reduce costs, and maximize budgets and revenue.

Flexible and easy to use

Simply dial a toll free number to be connected with a professional interpreter in just seconds.

STANDARD OVER-THE-PHONE

DIRECT RESPONSE

Direct Response

LanguageLine® Direct Response℠ allows the LEP person to call you with one of our qualified interpreters already on the line. The LEP dials a dedicated toll-free number, is greeted in-language, and then paired with an interpreter before your phone even rings, saving time and increasing productivity. Direct Response is perfect for appointments, consults, community outreach, hot lines, information and more.

LanguageLine Solutions®

We connect you to the very best linguists

Our nearly 8,000 experienced linguists can be trusted to do their job, so you can focus on yours.

- Only the best applicants that pass rigorous tests and background checks are hired by LanguageLine Solutions. That's less than 10% of those that apply. We're that selective.
- Senior Language Specialists provide hands-on training and coaching throughout our interpreter's career.
- Qualified interpreters receive advanced training in Finance, Insurance, Court, Medical, and 911.
- All of our linguists, no matter where they are located, are held to the same demanding LanguageLine standards for interpretation and Code of Conduct so you can be assured that the quality of each interpretation session is superior and secure.

We are secure, compliant, and dependable

Our advanced over-the-phone technology platform has "always on" system redundancy to ensure you will always have access to our services. All calls are HIPAA compliant and secure protecting the safety and confidentiality of your information. Plus, LanguageLine Solutions carries the most comprehensive worldwide insurance coverage. Superior coverage, we've never had to use.

Your success is our success

We provide on-site assessment and implementation of equipment and materials as well as staff training with minimal disruption to your daily work flow. Or, choose to self-implement with our easy, step-by-step guides and training videos. You can use your own equipment, or purchase 1Solution Dual Handset phones.

Our HIPAA compliant, online reporting platform, MyLanguageLine[SM], offers access to your LanguageLine Solutions over-the-phone interpreting account any day, any time. This easy to use portal provides call and billing data for review and download. Ideal for compliance recording.

Top organizations worldwide rely on us

LanguageLine Solutions is proud of our breadth and depth of experience acquired across a broad array of business sectors during our more than 30 years in the language access industry. Our 96% client retention rate is a testament to the outstanding service and value we deliver to our 25,000 clients and growing.

We are 5x's larger than our next closest interpretation competitor and larger than the next 13 competitors combined.

Serving some of the largest companies in the world including:

10 of the top 10
Medical Facilities

9 of the top 10
Insurance Companies

7 of the top 10
Commercial Banks

… and 1000's of Federal, State & Local government agencies

A trusted partner

Our clients trust us to facilitate more than 24,000,000 calls every year. That's a new human connection every second.

LanguageLine Solutions®

What our client said

"LanguageLine Solutions is a great company! Their products have been wonderful tools for our patients and our hospital. We are all very happy with the services provided and the great customer service we receive! We highly recommend them!"
Lesley LoCaste
Patient Relations
Memorial Hermann Northwest Hospital

View the video

View the LanguageLine Over-the-Phone video at www.languageline.com on the Over-the-Phone Interpreting page.

Learn more

Please visit www.LanguageLine.com for more information on all our language access solutions:

- Video remote and onsite interpreting
- Translation and localization
- Testing and training of bilingual and interpreter staff

Language Lists: http://www.languageline.com/customer-service/languages/

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