



Solutions Overview

Bridging the Communication Gap

Communication should never be a barrier to a positive service experience. Yet, often times, the inability to communicate and understand leads to uncertainty, frustration and less effective care.

Intelligere can help. A highly trained team of language experts helps you bridge the communication gap, uphold your quality of care, and improve every experience with a full suite of language solutions.

“

When you provide ways for patients to be able to understand, you are improving their experience and the quality of care they receive.”

-Sharon Stein, CEO Intelligere

A Full Suite of Language Solutions That Understands You

Rely on one strategic partner to provide full-service interpreting and translation solutions. Choose the services you need today and add or change solutions as your organization evolves. Solutions include:



Onsite Interpreting

- Onsite spoken word interpreting for over 100 languages and American Sign Language (ASL) interpreting services
- Interpreter requests handled any time of day/ evening, 24/7
- After-hours requests handled by trained Intelligere staff
- Special emphasis on filling emergency requests



Telephone Interpreting

- Available 24/7
- Interpreting for over 200 languages via a toll free number and access code
- Average connection time of 22 seconds (exceptions may apply for rare languages)



Video Remote Interpreting (VRI)

- Video interpreting for 17 languages
- Spanish and ASL offered 24/7
- Accessibility within minutes on any computer or tablet



Document Translation

- Translation solutions for collateral and documents
- Delivered via a single point of contact through the entire process
- 100% certified translators
- Completed within 2-7 business days with same- and next-day rush services available

Understand. Care. Connect.

The Intelligere™ Difference

You have choices when it comes to selecting your language solutions partner. Serving the community since 1979, Intelligere has a longer history of providing language solutions than any other provider in Minnesota. Working with clients and the community, we've learned a lot along the way. Today we have the privilege to serve hundreds of clients every day. Here's why they entrust us with their populations:

1

Full service solutions to meet changing needs

- Get support for over 100 languages, including 22 rare and exotic languages with specific emphasis on the influx of African languages and rare dialects.
- Minimize the challenges that come with multiple vendors and streamline language accessibility services with one partner you trust.

2

Accessibility you can count on

- Always be covered with a 99% ASL fill rate in the Twin Cities metropolitan area.
- Get support for rare and emerging languages.
- Meet emergency needs with our focus on filling same-day and emergency appointments.

3

High quality services delivered by high quality experts

- Over 70% of Intelligere Spoken Language Interpreters have 40+ hours of cross-cultural training (with an emphasis in healthcare).
- 100% of our ASL interpreters are nationally certified.

4

Domain expertise, fueled by operational excellence

- Greater than 90% of our interpreting jobs are in the healthcare industry, which offers a unique understanding of the patient and provider experience.
- Interpreters with healthcare expertise can provide high quality care from a single appointment to the patient's entire treatment plan.
- As a thought leader, Intelligere keeps you apprised of emerging trends.

5

Cultural relevance delivered with integrity

- Cultural training for all Intelligere interpreters helps ensure a high quality, culturally relevant experience every time. Integrating knowledge with technology, we can provide the most relevant interpreter for each client.
- Regular participation in Community Advisory Boards helps guide our vision to ensure the ongoing development of high quality solutions for our clients.

6

Committed to our community and our culture

- Support of key community events, including Operation Eye Site and food drives, connects to your communities.
- As members of the Registry of Interpreters for the Deaf (RID), Minnesota Association of Deaf Citizens (MADC), Association of Language Companies (ALC) and The Interpreting Stakeholders Group (ISG), we are attuned to different languages, education and trends.

Let's Connect - Call or Email us Today!

Close the communication gap and improve the patient experience you provide - contact us today at **952.920.6160** or **info@intelligeresolutions.com** to discuss your language solutions need and learn how Intelligere can help.

Intelligere

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