



SpectraCorp Offered a Southern Healthcare Facility the Best Language Access Package with the Highest Quality Interpreters, Lowest Cost & Compliance

Challenge

While healthcare providers around the country hurry to develop wellness programs and services, one healthcare facility in Alabama was already addressing the concerns of tomorrow. Keeping costs down while expanding services to meet the needs of its patients was a top priority. In the rapidly growing healthcare industry, service expansion can be daunting. The process of evaluating the services that will be most beneficial and widespread to patients can be difficult to narrow down.

With diversity on the rise, this specific healthcare facility knew that access to language services was an important asset that should be provided for patients. It also met compliance standards set in place by the U.S. Department of Health and Human Services, which requires healthcare facilities provide interpreters for patients. Growing demographics in the region and their respective need for languages such as Mandarin, Mixteco, Korean, Spanish and Vietnamese often caused communication difficulties during patient-caretaker interactions. Document translation for these languages posed a challenge as well.

The healthcare facility contracted with a language access services provider but found the cost was too high which limited other services they could provide for patients. With patient services as the top priority, the healthcare facility once again sought out language access services providers that worked best for the organization, with the highest quality, lowest cost and the ability to provide management reports to support hospital compliance.

Solution

After narrowing it down to five companies, the healthcare facility decided on SpectraCorp, a communications company with a large focus on language access services. SpectraCorp offered several interpretation and translation services including over-the-phone and document translation at a lower cost along with their detailed management reports.



Results

SpectraCorp's aggressive pricing, superior quality, experience and expertise, as well as its strong service delivery, quickly proved its value. Additionally, SpectraCorp's detailed reporting functions helped the healthcare facility analyze their resources, communicate with hospital leadership and ensure patients for whom the services were used received the recommended care. These reports are often referenced to identify which patients receive language access services. They can then be utilized in cases when doctors and caretakers follow up with patients who received assistance. Reporting helped the healthcare facility mitigate risk by meeting compliance standards providing additional liability coverage. This service set SpectraCorp apart as it was the only company to offer comprehensive and detailed documentation for its clients.

With 24/7 access to over-the-phone services, SpectraCorp was readily available to assist with interpretation and translation needs. The wide range of languages provided by SpectraCorp covered the regional dialects including Mixteco, a dialect of Meso-American peoples originating from Mexico in regions of Oaxaca and Puebla.

“The languages that were offered by service providers were the most important aspect when evaluating options,” said an executive of the healthcare facility.

“We have a large Mixteco population and our selection process involved a review to see which vendors could support translation for the dialect. SpectraCorp best met the needs of our patient population and provided a cost reduction from our previous services provider.”

The proactive approach to SpectraCorp's language access services allowed the healthcare facility to effectively communicate with its patients, while meeting compliance standards at the highest quality and lowest cost.