

WORD EXPRESS Spring 2009 QuickNews

Dear Client: In view of the economically challenging times all of us are facing right now, WordExpress has decided to extend a **20% discount** across the board to all our clients. This discount applies to all of our services: **Written translations, oral interpretations, multilingual desktop publishing, website translation and localization, audiovisuals and transcriptions.**

All of our above-mentioned services are rendered to all industries, e.g. Advertising & Marketing, Manufacturing, Engineering, Entertainment, Information Technologies, Health Care and many more!

Our **Spring QuickNews** is directed to the Health Care Industry. We would like to draw your attention to our Health Care Initiative.

Today's Topic: **Language Services to Patients**

...by Cara LaBarbera, Linguistic Manager at WordExpress Corporation

Language barriers can impede the quality of health care delivered to patients who are not native speakers of English. Miscommunication can prolong examination times, lead to unnecessary testing and procedures, and create considerable levels of anxiety for both patient and provider. All these factors drive up costs substantially, and lower the quality of the health care services.

The California legislature has decided to address this issue. Under a **recently enacted law, health insurers who practice in California are now required to **provide language services to patients** with limited English comprehension.**

Translations:

All standardized written documents must now be translated into the top two languages spoken by the patients. This can range from Spanish to Mandarin, Cantonese, Vietnamese or Korean, depending on the provider. The WordExpress network comprises many **experts in these languages **who specialize in health care**, making us uniquely suited to handle this demand.**

Interpretations:

Insurers must also provide interpretation services across an even broader spectrum of languages to patients to assist in direct communication with health care professionals. This may be done either through on-site interpretation, teleconferencing, or videoconferencing via the internet. WordExpress is also able to meet these interpretation needs with our interpreters specializing in health care. We gladly assist with **trained interpreters** either onsite or remotely via telephone.

Demand:

Due to this new law, the need for language services by qualified professionals is expected to increase dramatically. According to the Associated Press, and estimated one-third of the 21 million members of health maintenance organizations will be in need of these services. **The WordExpress global network has the breadth to accommodate this demand.**

Service:

With our established world-wide network of **language professionals in over 100 languages**, WordExpress is ready to assist you in all of your language needs.

WordExpress is in compliance with the stringent quality standards of ISO 9001

Our quality control processes are unmatched in thoroughness – our goal is always perfection.

For a **free quotation** on your next project, please call us today at:

(310) 260-7700, ext. 125 or (800) 570-0700, ext. 125

Or e-mail your request to clients@wordexpress.NET

Visit our website for more information: www.wordexpress.NET

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