



PRESS RELEASE

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Eloquence Communications Provides First-Time Access to Nurse Communication Systems for Non-English Speaking Patients

The Eloquence solution offers real-time translations for patients to communicate with their care team throughout their entire hospital visit.

(Ann Arbor, MI) June 1, 2015 - Eloquence Communications announces the availability of an advanced patient call solution that provides a way for patients to communicate to their care team precisely what they need and in their native language.

Historically, patients with limited English proficiency (LEP) are challenged to effectively use bedside nurse call systems because they need the aid of an interpreter. Language barriers between the patient and care team can create potentially risky situations that could result in poor quality care and safety issues. The revolutionary nurse communication system, Eloquence ACS™, provides non-English speaking patients access to in-room call support and improves communication and staff responsiveness.

“The automated triage process enabled by the Eloquence server provides the power to transform healthcare delivery in an unprecedented way. Eloquence generates translated messages to the care team without the need for an interpreter.” says Lance S. Patak, MD, MBA, Co-Founder and CEO of Eloquence Communications.

The proprietary technology includes a bedside touch-screen tablet for patients to send specific messages to nursing personnel, from their native language translated into English. There are translated words and phrases for over thirty of the most common requests.



Eloquence ACS™ provides unprecedented speed and control over the entire call process with an automated smart routing and escalation alert feature. Patient requests are translated and then sent to the most appropriate nursing staff member based upon the skill level required to fulfill the request, their current availability and without the need for another staff member to triage the situation.

Real-time data captured by Eloquence throughout the entire call process, from response through to fulfillment, provides opportunities for performance and quality improvement unparalleled by other communication systems. Statistics collected within the Eloquence system assist departments in adjusting staff to rapidly changing real-world conditions. Information is continually collected and chronicles the entire call process from the patient initiating the call, the staff member accepting the task and how long it takes to fulfill the request.

The Eloquence infrastructure is based on 4 years of National Institutes of Health (NIH) funded research and patents that cover the core technology. Eloquence ACS™ has been proven to provide an infrastructure to improve communication and to improve operational efficiency and therefore, improve outcomes and decrease overall hospital costs.

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About Eloquence Communications

Eloquence Communications is a healthcare technology company based in Ann Arbor, Michigan, with additional offices and remote staff in Ohio and California. The Eloquence team of physicians and technologists are dedicated to improving the delivery of care through the development of innovative and simple communication solutions. Eloquence's cornerstone product, an innovative nurse communication system called Eloquence ACS™, was developed with funding from The National Institutes of Health (NIH), along with funds from the Michigan Pre-Seed Capital Fund, angel investors and other matching fund sources totaling more than \$3M. The core technology is protected by a patent portfolio comprised of issued and pending patents that strategically cover core and fundamental functionality. The user-centered design has been tested by subject-matter experts, nurses, and patients, as well as iterative design testing by High Tech Anthropologists® at Menlo Innovations with end users at the University of Michigan and Sparrow Health Systems. For more information, go to www.eloquencecomm.com, or please contact Jamie Barber at Eloquence Communications, phone 855.422.3567; email jbarber@eloquencecomm.com.