



MEDIA RELEASE

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MICHIGAN IT COMPANY TACKLES DANGEROUS LANGUAGE BARRIERS IN HEALTHCARE

ANN ARBOR, MI – January 20, 2016 – In the US today, 20% of the population has limited English Proficiency (LEP), which accounts for over 65 million people. For healthcare facilities, patients with LEP have a higher rate of hospital readmission and longer in-patient stays. Trained interpreters help overcome the existing communication barriers; however, the availability of resources, the ease of access, and the usage of an interpreter is suboptimal. Eloquence Communications, Inc. has created the **Language Access Solution (LAS)**, a comprehensive solution that resolves this dilemma by removing barriers to translation/interpretation for patients, caregivers, and healthcare facilities on a cost effective, 24-7-365 basis.

Eloquence's **Language Access Solution (LAS)** empowers patients and caregivers by providing patients immediate access to a live interpreter with the touch of a digital button. Without this cost-effective, interpretive tool, patients are far more likely to experience a misdiagnosis, greater risk of medication reactions, have an increased risk of medical non-compliance, and have a higher rate of readmission. Equally as valuable, the touchscreen tablet device displays 30 of the most common requests in their native language. If a patient is in need of assistance, is experiencing pain, or needs a drink of water, their request is routed to the appropriate caregiver on their mobile device. The nurse or aide acknowledges the request and a confirmation is sent back to the patient – translated to their preferred language. Ultimately this uses hospital staffing resources more effectively and efficiently.

For hospitals and healthcare facilities, the LAS system is customizable, intuitive, requires no capital expense, and its WIFI connectivity makes installation less disruptive to patient care. According to Dr. Lance Patak, co-founder of Eloquence Communications, *"Eloquence understands the unique challenges nursing staff and patients face every day to communicate effectively and efficiently. We have committed this company to helping healthcare facilities achieve optimal staffing allocation and workflow efficiency while driving improvements in patient communication, safety, outcomes, and satisfaction, in an impactful way."*

About Eloquence Communications

Eloquence Communications is a healthcare IT company founded by Dr. Lance Patak and Dr. Bryan Traughber, two practicing physicians dedicated to improving the delivery of care through the development of innovative and simple communication solutions. Eloquence implements evidence-based healthcare IT solutions that deliver greater specificity, precision, transparency, and language access.

For more information about Eloquence Communications and the Language Access Solution program, contact:

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