



MICHIGAN IT COMPANY PROVIDES A STRONG SOLUTION TO LANGUAGE BARRIERS IN HEALTHCARE

ANN ARBOR, MI – January 12, 2016 – With over 80% of hospitals caring for patients who are unable to effectively communicate their needs with nurses and doctors, health care facilities find themselves dealing with a growing healthcare crisis. Patients with limited English proficiency (LEP) who need interpreters to communicate clearly with their providers experience harm twice as often as their English-speaking counterparts. In addition, these patients have a greater occurrence of readmission rates due to inadequate access to, and utilization of, interpreter services. The disparity is not with the quality or skill of the interpreter; but rather the implementation, availability of resources, and ease of access for both patients and care providers. 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 Language Access Solution (LAS) empowers patients and caregivers by providing immediate access to a touchscreen tablet device displaying 30 of the most common requests in their native language. From this tablet, a patient's 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 – in their preferred language. Equally as valuable is LAS's feature that allows the patient to speak to a live interpreter through the device. 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. One nursing executive who is well published in outcome effectiveness of healthcare technology commented, "Finally, a vendor who got it right. What I like about what you've done here is you make a distinction...but you also make a difference. Not all vendors can say that [their product] makes a difference. Well a meaningful one, anyway."

About Eloquence Communications

Eloquence Communications is a healthcare IT company founded by two physicians, Lance Patak and Bryan Traughber, dedicated to improving the delivery of care through the development of innovative and simple communication solutions. Eloquence understands the unique challenges nursing staff and patients face every day to communicate effectively and efficiently. Drs. Patak and Traughber have committed themselves 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. 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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