



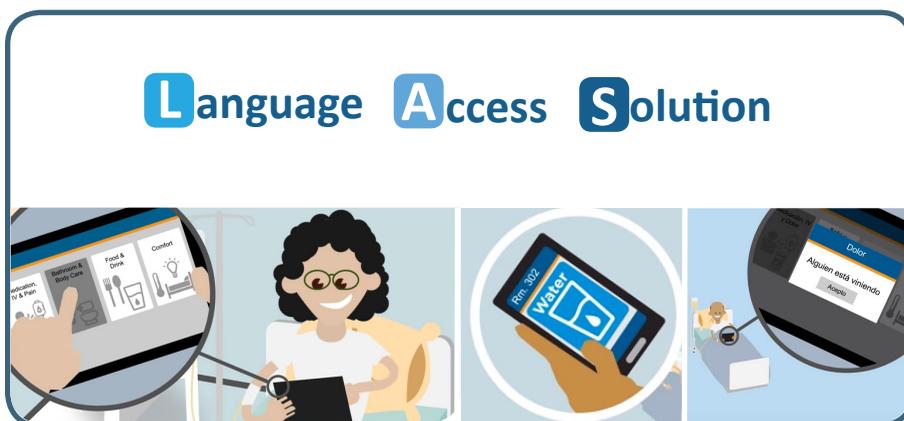
## A NEW STANDARD FOR HEALTHCARE

Eloquence Communications, Inc. is a technology company focused on enabling and streamlining communications between patients and care providers. Our primary focus is to assist healthcare providers by improving quality of care, increasing patient satisfaction, effectively & efficiently utilizing facility & staffing resources, and reducing costs by improving communication between patients and caregivers.

## ELOQUENCE OFFERS THE SOLUTION

LAS was developed and backed by a 5-year longitudinal iterative research design process funded by the National Institutes of Health. This process includes ongoing input from every stakeholder– from patient to the CIO. The result is an evidence-based solution solving a series of interdependent problems with one solution.

### Language Access Solution



Call or email for a complimentary demo of LAS  
855-422-ELOQ (3567)  
sales@eloquencecomm.com



## KEY SOLUTION FEATURES

### SMART CALL ROUTING

Calls are routed to the appropriate staff member based on a patient's need, improving resource coordination.

Our time and motion study observing 249 nurse call events found that 40% of the time nurses responded to requests that could have been fulfilled by an Aide/ Tech.

### LIVE INTERPRETATION & TRANSLATION SERVICES

24/7/365 interpreter access is available along with streamlined multilingual communication in over 30 different needs states.

Patients receive direct notifications that their requests were sent, received, and relays back to them when a caregiver is on the way.

### METRICS & TRACKING

With a built-in reporting system several metrics are available to healthcare facilities, including: call volume by bed, patient call types, response time, and call fulfillment reports, just to name a few. Efficiency can be improved with staffing and other hospital resources and significant cost-savings realized.

### EASE OF USE

The Eloquence technology platform is cost-effective, intuitive, customizable, user friendly, and leaves a very small footprint on your technology Infrastructure. It is extremely simple to setup, train, use, and manage.



*"Finally, a vendor who got it right. What I like about what you've done here is you make a distinction that actually makes a difference. Not all vendors make a difference."*

– CIO, academic medical center

*"Nursing administrators and the executive staff are the gatekeepers for vulnerable patient populations to have access to a solution that will positively impact their outcomes. Eloquence delivers that solution in an easy to use, cost effective way."*

– Dr. Lance Patak

*"What is refreshing to see is the consistent, positive responses we witness by health care administrators and executive staff when they see the LAS system at work"*

– Dr. Bryan Traugber

## NEEDS ASSESSMENT

Do you currently have any system in place for bedside interpreter services?

What systems are in place?

How many users use the system, how many devices? (max limited English proficiency (LEP) census on any given day)

Where is it used?

How long has it been used?

Do you see any limitations, challenges in using your existing system and resources? (process, technology, cost, ease of use)

Do you see any gaps in your current system? Is there anything that you wish you had?

What is your current protocol or service expectations?

How do you deal with LEP patients currently?

What are the most common non-English languages patients at your facility speak?

What percent of patients are LEP patients?

What percent of patients are over 65?

Do you think our solutions would be useful?

Where do you think it could be used? Units, departments

What do you think might be the challenges to adoption?

Contact Eloquence Communications today to learn more about the Language Access Solution (LAS) systems.

855-422-ELOQ (3567) | [www.eloquencecomm.com](http://www.eloquencecomm.com) | [sales@eloquencecomm.com](mailto:sales@eloquencecomm.com)

