

# ALVIN<sup>SM</sup>

ALL LANGUAGE VIDEO INTERPRETATION NETWORK

## INSTANT ACCESS

**ALVIN<sup>SM</sup>**'s mobile video unit is wheeled directly to the point of care. Patients are quickly connected with an interpreter, usually within 30 seconds.

## A WORLD OF LANGUAGES

**ALVIN** has partnered with Language Line Services, giving patients and clinicians video access to over 170 languages, including American Sign Language 24 x 7.

## INCREASED PRODUCTIVITY

**ALVIN** harnesses the power of your existing interpreters and multi-lingual staff to offer better care with little added expense. Full-time interpreters using ALVIN have increased their productivity over 300%. Bilingual non-clinical staff can provide interpretation from their desks, reducing the interruption to hospital workflow.



## FULLY SCALABLE

**ALVIN** grows with your interpretive needs. As it is expanded, it becomes more efficient – routing calls to the least-expensive, most available interpreter.



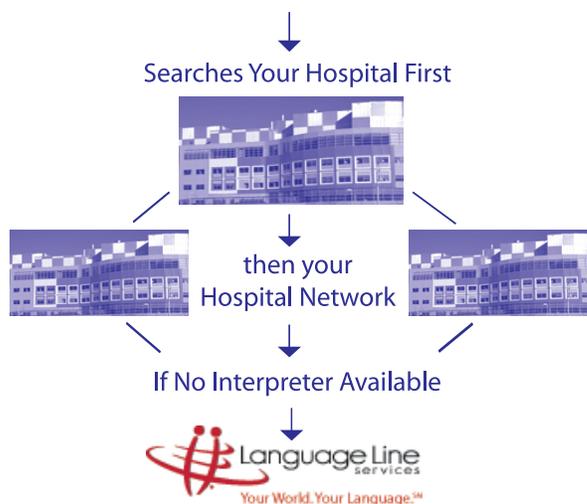
## Face to Face Communication

**ALVIN** is the premier solution for solving language access issues in medical clinics. Providing healthcare access for Limited English Proficient (LEP) patients can strain clinical resources. Current methods of interpretation are expensive, time-consuming, and frequently ineffective. In a recent study, 84% of clinicians reported seeing LEP patients who misunderstood a diagnosis or treatment due to language.

**ALVIN** bridges this language gap by bringing quality, affordable face-to-face interpretation directly to the point of care.

## How It Works

### Clinician Requests Interpretation



**ALVIN** begins with a mobile video unit which is wheeled to the point of care. The clinician pushes a button and initiates an interpreter request.

Requests are first routed to interpreters who are hired and housed at your hospital facility. Frequently requested languages are typically supported by full-time interpreters. Less frequently requested languages can be supported by trained bilingual hospital staff who have small video units at their workstations..

If interpreters are not available at your facility, the request can be routed to a network which you can create with other hospitals in your healthcare system, or in local or regional networks.

If no interpreters are available on that network, the request moves to *Language Line Services*, who provide audio, or in some cases video, interpretation.

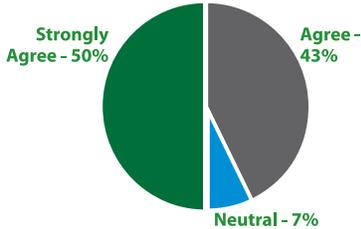
All routing is automated, with no need for a dispatcher. Connection times average 16 seconds, with 89% of connections completed within 30 seconds, and 97% of connections completed within 1 minute.

### A Comprehensive Solution

---

**ALVIN** includes the design, installation, maintenance, and training required for effective video interpretation. It increases the efficiency of your existing interpretation services, while providing 24/7/365 coverage on over 170 languages, including American Sign Language. **ALVIN** can be installed at a few select clinics, or can be expanded to cover a regional or national clinical network.

### Was Quality of Care Improved?



### Patient Misunderstanding



### Improved Quality of Care

---

According to a recent study prepared for the California HealthCare Foundation (CHCF), clinicians have found **ALVIN** to be effective. When clinicians were asked whether **ALVIN** improved the quality of care, 93% strongly agreed or agreed, without a single rating of “disagree”.

In the same study, 79% of clinicians reported that they had encountered patients who lacked an understanding of medications, preventive care or self-care. Asked the same question after installation of **ALVIN**, only 21% of physicians reported seeing such misunderstandings.

### A Trusted Partner

---

Paras and Associates, the makers of **ALVIN**, has a technology partnership with Cisco Corporation. Our call-center partnership with Language Line Services assures that interpretation will be accurate, available and reliable. **ALVIN** has already been installed in dozens of clinics, Emergency Rooms, Psych ERs and long term care facilities routing over 8,000 requests for interpretation per month.

**P**aras and Associates offer **ALVIN** to healthcare providers throughout the United States and world-wide. Paras and Associates hosts and manages video/voice call center services and provides consulting services to plan, purchase and install appropriate video and telephone devices throughout an entire hospital system.

Paras and Associates offer **ALVIN** in the United States and Canada in partnership with:

**LANGUAGE LINE SERVICES** – exclusive provider of contracted video and telephone interpreters including American Sign Language



**CISCO** - powering the PAA VIN Services through the Cisco Collaborative Care Solution - integrated voice, video and data communications to enable on-demand video consultations.



## PARAS AND ASSOCIATES

6400 Hollis Street, Suite 7 • Emeryville, CA 94608

Tel: +1 510.658.3793 • Fax: +1 510.658.8160 • [www.parasandassociates.net](http://www.parasandassociates.net)

