

CREATING A WORLD IN WHICH LANGUAGE IS NO LONGER A BARRIER



LEP Vaccine Program Successful execution involves trust and engagement within the community

Our Approach

We provide vaccine roll out solutions that build trust and provide equity. We know how important it is to ensure patients with LEP always get equal access to healthcare but especially during the COVID-19 vaccine roll out. We utilize a 5 step approach tailored to assist in patient education to patient follow up and everything in between.

5-Step Process

Build Trust



Educate

Educate and support communities through localized content



Drive Awareness

Build trust within the community by using in-language vaccine marketing



Inform & Schedule

Provide vaccine scheduling and FAQ support through language specific resources.

Provide Equity



Administer

Provide language access resources and support at vaccination sites



Follow-Up

Outreach and monitoring support of 2nd dosage to ensure vaccine completion

ULG LINES OF BUSINESS MAXIMIZED UNDER ONE CONTRACT

Omnichannel Localization Solutions

- Member & Marketing Engagement
- Digital A-Synch Messaging
- Training & eLearning
- Medical Claims
- Legal Compliance & Litigation
- Finance Records

Innovative Interpretation Solutions

- Over the Phone Interpreting
- Video Remote Interpreting
- First Touch: Direct Connect
- Telehealth Platform
- First Touch: Community Connect

Bilingual Member Health Outcome Solutions

- Bilingual Care Navigator Program
- Care Liaison Program
- Community Engagement Solutions
- Health Equity Consultation
- Population Health Consulting
- Expat Concierge