Proposal for the City of Columbus, Columbus Public Health Department:

Interpretation Services – Electronic (Video)

Martti

Connect. Communicate. Care.

Interpretation Solutions Proposal:

Video Remote Interpretation | Telephonic | ASL

04 | 27 | 2017

Dan Shur | Executive Vice President of Partner Solutions
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Letter of Interest

April 26, 2017

The City of Columbus
Columbus Public Health
240 Parsons Avenue
Columbus, Ohio 43215

It is our pleasure to submit this response to your request for quotation regarding Interpretation Services for Columbus Public Health. As the national leader in providing trusted communications in the healthcare industry, we would be honored to continue to partner with you to keep the highest quality and most culturally competent interpreter resources at your fingertips.

We view ourselves as your key partner dedicated to the long-term well-being of your system and your patients and customers. With the deepest understanding of healthcare in the industry, we are 100% focused on leveraging medical interpretation of the highest quality to drive superior customer experiences and improved outcomes. Our ROI (Return on Interpretation) model is thoughtful and allows for the City of Columbus to optimize its Total Cost Per Interpretation Encounter. We will continue to provide you with a Language Services Program that isn't viewed as a cost center, but rather a strategic, value-driving engine of change within your health system.

We have organized this proposal letter into three sections:
I.   Responses to your questions and requests
II.   More detailed information about our language services
III.   Our capabilities at your disposal beyond language Services

We look forward to continuing to work with your team through this process and then every day thereafter as your partner. Please do not hesitate to reach out with any questions you may have and know that Columbus Public Health will have the support of our entire organization to ensure your staff, patients, and customers have access to the best resources in the nation.

This proposal is true and complete and represents a firm offer to contract with the City of Columbus based on the terms and conditions as set forth in your RFQ and as indicated in this proposal.

Sincerely,

Andrew Panos
Chief Operating Officer

James B. Edwards
Chief Executive Officer

Dan Shur
EVP, Partner Solutions

3.2.1 Experience Required: Documentation shall include (at a minimum) information meeting the following criteria.

3.2.1.1 Equipment and Warranty Capabilities: Offerors must document, and submit in a letter attached to the bid, their capability of providing the equipment and warranty service specified herein.

Please see our attached Exhibit D document. We have partnered with Columbus Public Health for the past 8 years to provide language services. During that partnership, we have provided, supported and maintained 6 powered Martti carts. If a piece of equipment that we supply malfunctions, we promptly repair or replace it at our cost.

If there is a desire for more (or other types) of equipment, we will provide hardware to you at no capital cost so you can focus on using the services to further your objectives while we undertake the worry and management of the hardware. Our model is based on minute packages to ensure our goals of creating value for your patients and providers are aligned.

Type of Unit	Typical Monthly Minute Commitment
Express w/ Lightweight Powered Cart	350
iPad Air (9.7")	150
iPad Air w/ Stand (9.7")	150
iPad Pro (12.9")	250
iPad Pro w/Cart (12.9")	300
Samsung Galaxy View (18.4")	250
Samsung Galaxy View w/ Cart (18.4")	300

3.2.1.2 Manufacturer Relationship: The offeror shall provide the history of their relationship with manufacturer(s) that will potentially be providing these types of equipment/parts and warranty service for the past five years, including but not limited to the following:
a) Length of the relationship
b) Level of the relationship
c) A brief history of the relationship

We have been working with Apple and various Android device manufacturers such as Samsung for more than five years to provide hardware to our partners. We thoroughly test the devices before deployment and we have a deep understanding of the hardware we use. Last year, we established a strategic relationship with Apple because we are one of their largest users of iPads in a health care setting.

Our service works across many different types of devices. We provide desired hardware at no cost and provide prompt repair or replacement if a problem arises. We have partnered with Columbus Public Health for 8 years and have experienced no significant issues with our hardware providers on our end.

3.2.2 References: The offeror shall have documented proven successful contracts from at least four customers that the offeror supports that are similar in scope, complexity, and cost to the requirements of this specification.

3.2.2.1 Contact Information Required: The reference contact information shall include the customer name, customer e-mail address, street address, telephone number, fax number, contact name and equipment purchase date.

Premier Health Partners have used our interpretation services for ten years at five different hospital facilities. They are very satisfied with our services. We recently sent them several new Martti carts.

Michele Wilson, MEd
System Program Manager for the Patient Experience
Premier Health
110 N. Main St., Suite 1100, Dayton, Ohio 45402
Phone: 937-499-5430
Cell: 937-760-0142
Fax: 937-641-2613
mwilson@PremierHealth.com

Kettering Health Network has been using our interpretation services for more than five years at six different hospital locations. They recently renewed their contract with us and are very happy with our services. We recently deployed new Martti carts and other devices at their hospitals.

Gayle Marcum
Supply Chain Manager
Kettering Health Network
Administrative Support Building
2110 Leiter Road
Miamisburg, OH 45342
Phone: 937-762-1341 or 937-752-2341
Fax: 937-522-8970
Gayle.Marcum@ketteringhealth.org

PrimaryOne Health has been using our services for three years. They have six clinics in Columbus that are using our interpretation services; these are FQHC (Federally Qualified Health clinics). They are very happy with our interpretation services, and we have regularly deployed Martti carts to their locations.

John Tolbert
Director of Community Services
PrimaryOne Health
1800 Watermark Drive, Suite 420
Columbus, OH 43215
Phone: 614-526-3267
Fax: 614-645-5517

John.Tolbert@primaryonehealth.org

University Hospitals - Cleveland Medical Center has 23 Hospitals and clinic locations. They have been our client since 2008. We are actively deploying Martti devices on regular basis for them.

    Gail Murray, PhD, MEd, CCC-A
    Director, Audiology Services
    Clinical Director, UH Cochlear Implant Program
    University Hospitals - Cleveland Medical Center
    11100 Euclid Ave. HOR T103
    Cleveland, OH 44106-6045
    Phone: 216-844-8168

3.2.2.2 Equipment / Warranty Service Information: A description of the equipment/parts provided and type of warranty service that was provided.

We supply and support all desired hardware as noted above; Columbus Public Health has already deployed six of our Martti carts. We promptly repair or replace any malfunctioning units and handle manufacturer warranties on our end.

3.2.3 Subcontractor Information Required: If subcontractor(s) are to be used, please list names, addresses, telephone numbers and a contact person for each subcontractor. All subcontracts must have valid contract compliance certification.

Not applicable.

3.3 Product Requirement Specifications:

3.3.1 Must provide a comprehensive list of all available languages for translation, including all major countries and dialects.

Our Video Languages:

American Sign Language	Egyptian Arabic	Japanese
Amharic	Falam	Jordanian Arabic
Arabic	Farsi	Karen [Pa'o, S'gaw]
Armenian	French	Korean
Azorean Portuguese	French Canadian	Kurdish
Bengali	French Creole	Lautu
Burmese	Haitian Creole	Lebanese Arabic
Cantonese	Hakha	Maay Maay
Catalan	Hindi	Mandarin
Chaldean	Hmong	Matu
Chin	Iraqi Arabic	Mizo
Chuukese (Trukese)	Italian	Moroccan Arabic

Nepali
Norwegian
Oromo
Palestinian Arabic
Polish
Portuguese
Portuguese (Brazilian)

Romanian
Russian
Somali
Spanish
Sudanese Arabic
Swahili
Syrian Arabic

Tedim
Tigringa (Tigrinya)
Toishanese
Tunisian Arabic
Vietnamese
Yemeni Arabic
Zomi

Our Audio Languages:

Acholi – Uganda, Sudan
Afrikaans – South Africa, Namibia
Akan – Ghana, Ivory Coast
Akateko – Guatemala
Albanian – Albania
Algerian Arabic – Algeria
Ashanti (Asante Twi) – Ghana
Assyrian – Iraq
Azerbaijani – Azerbaijan
Bahnar – Vietnam
Bahasa Indonesia (Indonesian)
Bambara – Mali
Belarusan – Belarus
Bosnian – Bosnia & Herzegovina
Bulgarian – Bulgaria
Cambodian (Khmer) – Cambodia
Cape Verdean (Portuguese Creole) – Cape Verde
Cebuano – Philippines
Chamorro – Guam
Chaozhou (Teochew) – China
Croatian – Croatia
Czech – Czech Republic
Danish – Denmark
Dari (Afgan Farsi) – Afghanistan
Dene – Canada
Dewoin – Liberia
Dinka – Sudan
Doumenese – China
Duala – Cameroon
Dutch – Netherlands
Estonian – Estonia
Ewe – Ghana
Fante – Ghana
Fijian – Fiji
Filipino (Tagalog) – Philippines
Finnish – Finland
Flemish – Belgium
Fukienese – China
Fulani (Fulfulde, Fula) – Cameroon, Niger, Nigeria, Senegal
Fuzhou – China
Ga – Ghana
Gen (Mina) – Togo, Benin
German – Germany

Gokana (Khana) – Nigeria
Greek – Greece
Gujarati – India
Hakka – China
Hausa – Niger, Nigeria
Hebrew – Israel
Hungarian – Hungary
Ibo (Igbo) – Nigeria
Ilocano – Philippines
Indonesian (Bahasa Indonesia)
Italian – Italy
Jarai – Vietnam
Javanese – Indonesia
Juba Arabic – Sudan
Kanjobal (Q'anjob'al) – Guatemala
Kannada – India
Kapampangan – Philippines
Kayah (Karenni) – Myanmar (former Burma)
Khmer (Cambodian) – Cambodia
Kinyarwanda – Rwanda
Kirundi – Burundi
Koho – Vietnam
Kpele – Guinea, Liberia
Krahn – Liberia, Ivory Coast
Krio – Sierra Leone
Kunama – Eritrea
Kurmanji – Turkey
Kuawaiti Arabic – Kuwait
Lao-Laos
Latvian – Latvia
Lingala – Republic of the Congo
Lithuanian – Lithuania
Luganda – Uganda
Luo – Kenya
Macedonian – Macedonia
Malay – Malaysia
Malayalam – India
Malinke – Senegal
Mam – Guatemala
Mandinka (Mandingo) – Senegal
Mara – Myanmar (former Burma)
Marathi – India
Marshallese – Marshall Islands

Mayan [Akateko, Kanjobal] – Guatemala, Mexico
Mien – China, Laos, Thailand
Mina (Gen) – Togo, Benin
Minangkabau – Indonesia
Mixteco Alto – Mexico
Mixteco Bajo – Mexico
Mnong – Vietnam
Mongolian – Mongolia
Nahuatl – Mexico
Navajo – U.S.A. (Southwest)
Nuer – Sudan
Pangasinan – Philippines
Papiamento – Netherlands Antilles
Pashto (Pushto) – Pakistan, Afghanistan
Portuguese Creole (Cape Verdean) – Cape Verde
Pulaar – Senegal
Punjabi (Panjabi) – Pakistan, India
Quechua – Argentina, Bolivia, Colombia, Ecuador, Peru
Quiche (K'iche) – Guatemala
Rade – Vietnam
Samoan – Samoa
San Miguel – Mexico
Santa Eulalia – Guatemala
Saraiki – Pakistan, India
Serbian – Serbia, Montenegro
Serbo-Croatian – Balkans
Shanghainese – China
Sichuan (Szechuan) – China
Sinhala – Sri Lanka
Slovak – Slovakia
Soninke (Serahule) – Mali
Sorani (Central Kurdish) – Iraq
Susu – Guinea
Swedish – Sweden
Tagalog (Filippino) – Philippines
Tai Dam – Vietnam
Taiwanese – Taiwan
Tamil – India
Telugu – India
Teochew (Chaozhou) – China
Thai-Thailand

Tibetan – China	Ukrainian – Ukraine	Yoruba – Nigeria
Tongan – Tonga	Urdu – Pakistan, India	Yup'ik – U.S.A (Alaska)
Trukese (Chuukese) – Micronesia	Uzbek – Afghanistan, Uzbekistan	Zarma – Niger
Turkish - Turkey	Wolof – Senegal	Zhongshanese – China
Twi – Ghana	Xhosa – South Africa	Zulu – South Africa
Tzotzil – Mexico	Yiddish – Israel	

Additional languages not listed above may be available upon request.

Interpreters should be certified with experience in medical interpreting with a keen understanding of the US Healthcare System.

Our interpreters are certified and have a keen understanding of the US healthcare system. Within 4 months of hire, our interpreters must take and pass a 40-hour medical interpreting class. Within 6 months of hire, our interpreters must take and pass the written examination given by the Certification Commission for Healthcare Interpreters (CCHI) or by the National Board for the Certification of Medical Interpreters (NBCMI). Interpreters are then required to take the spoken potion of the exam within the timeline established by the certifying body, if one is available in their target language(s). For each path, the interpreter must pass the written exam before being allowed to sit for the oral exam. Therefore, the oral exam credentials supersede the credentials for the written exam.

Before or after being certified, Martti interpreters are offered courses on a wide variety of topics that involve skill-based training and medical/healthcare knowledge and terminology modules. They are also offered training for personal and professional development and to maintain their national certifications.

Serving Deaf/HOH and Limited English Proficient (LEP) patient populations is a core competency of ours. We spend considerable time and resources researching increasingly better ways to serve them. All our interpreters and operators receive cultural, sensitivity, empathy, and effective communication training as part of their onboarding. We provide additional training to our ASL interpreters through our internal Deafness 101 workshop.

ASL interpreters at Martti must be nationally certified with one of the following credentials:
- CI (Certificate of Interpretation)/CT (Certificate of Transliteration) (taken jointly)
- CI and CT (taken at separate times)
- CSC (Comprehensive Skills Certificate)
- NAD IV and V (National Associate of the Deaf IV and V)
- NIC (National Interpreter Certification), NIC Advanced, and NIC Master

Our ASL interpreters must also take our internal course "The Community Interpreter." This nationally recognized proprietary training helps prepare interpreters for certification and interpreting within a hospital environment. In order to maintain their certification, our interpreters must take a minimum number of continuing education hours and show proof to the certifying organization:
- CCHI – Complete 32 Hours of classroom education or CEUs every 4 years (16 in each two-year period)
- NBCMI – Complete 3.0 Continuing Education Units (30 hours) every 5 years

- RID – Complete 8.0 total CEUs with at least 6.0 professional studies CEUs (Up to 2.0 general studies CEUs may be applied toward the requirement)

Martti requires all interpreters of signed or spoken languages to maintain their certifications.

Interpretation will be required via both video and audio, and will be done so in a medical/clinical patient setting.

We provide both video and audio interpreting 24/7/365. Our interpreters are specifically trained to provide services to patients in a wide range of clinic and hospital settings.

Interpretation will be accessible on demand, 24/7.

Our call centers are staffed with certified interpreters 24/7/365, and our equipment allows clients to connect remotely with an interpreter via video or audio within 30-90 seconds. Our service level standard is that 98% of Spanish calls will connect in 4 minutes or less, 98% of ASL calls will connect in 6 minutes or less, and 98% of calls involving languages of lesser diffusion will connect in 8 minutes or less. Our average connect time for VRI is 27 seconds, and for OPI calls our average connect time is 15 seconds.

Further, all client issues are acknowledged and responded to in a timely manner. Urgent or high-level concerns receive immediate response and are resolved within 24 business hours. Medium-level concerns are acknowledged immediately and resolved within 72 business hours. Low-level concerns are acknowledged the same day and resolved within 96 business hours.

2. **Online support must be provided to ensure optimal up-time.**

   We offer robust online and in-person support. Beginning with your Client Advocate, you will have multiple levels of expertise at your disposal, including our IT team and access to your own 24/7/365 concierge desk through an 800-number.

   Martti maintains a deep bench of staff to ensure sufficient capacity on hand to meet client demand. Spikes in utilization are inevitable and we maintain pools of backup interpreters who can be activated immediately as needed.

   To mitigate regional fluctuations in demand or acts of nature, Martti operates six interpretation centers across three time zones where calls can be load balanced. This ensures service levels are maintained and eliminates the risk of having all resources vulnerable to inclement weather or other circumstances.

   We keep a close watch on demographic trends in most markets and have developed tools to help us accurately forecast language demand, which further enables us to proactively meet your needs.

Video streaming must be available over a private wireless network and provide for additional mobility capabilities.

Leveraging our private, HIPAA compliant network, we can seamlessly provide services wherever needed without compromising quality. We support maximum resolutions of 1080P 30fps from web browser and mobile devices; 1080P 60fps from hardware based codecs. This exceeds ACA 1557 requirements. Our service works on Android/iOS tablets, cell phones, Mac/Windows computers, and standalone carts. We also support connectivity from any standards based h323 or SIP solution including support for web browser extensions (Safari, Edge, Internet Explorer) and native WebRTC (Chrome, Firefox).

Connection to services must be uninterrupted, HIPAA-compliant and secure.

All our data transmissions utilize secured channels encrypted with NIST approved technologies. Additionally, all communications between the patient and interpreter traverse a dedicated path private network rather than the public Internet.

Must provide an online portal for reporting of service level activity, including interactive online dashboards to view language service data, and other key performance indicators.

We utilize a robust, customizable, on-demand reporting capability housed in a portal available to you 24/7/365. Our comprehensive reporting tools offer extreme flexibility for metric tracking and drill-down capabilities utilizing Tableau. We can capture a formidable amount of data and marry it with data from other sources you may have to develop complex pictures of operations. We have extensive experience with HCAHPS, CAHPS, Stars, and other quality measurement programs. We can modify the portal to your specifications.

User support and training options, both online and/or onsite.

We offer a wide assortment of standard informational tools and can design new ones as needed. Our tools include:

- Martti setup instructions
- Martti operations instructions and cheat sheets
- Documents to assist with Section 1557 compliance
- Guides to help patients identify their preferred language
- Educational webinars for our language service champions
- Educational courses for interpreters' continuing education
- Report guides

In addition, our Client Advocate (CA) team is dedicated to staying in contact with customers every week to offer assistance and discuss their needs. They regularly round on hospital departments to ensure that staff know how to use the system and that the equipment is in good working order. CAs review reporting needs and provide device walkthroughs, advice on the location of devices, client education, and technical assistance. Our CAs are a tremendous aid in fostering teamwork, trust and good rapport. That in turn makes it easier to supply feedback for the hospital's needs and collaborate on improving LEP patients' experiences. We are the only company in the industry

providing this level of service and partnership.

Our CA team can regularly provide training and in-services on topics such as:

- Compliance Training
    - Enhancing access to critical interpretation services
    - Understanding the importance of medical interpretation
    - Reviewing compliance with regulatory agencies regarding language services
    - Knowing when and how to use a qualified medical interpreter
    - Identifying a hospital's language plan and interpreting resources

- Reporting and Collaboration
    - Interpreter Reporting and Intelligence System: IRIS
    - Dashboard reporting
        - Reports to stakeholders
        - Quick glance overview
    - Encounter lookup
        - Identifying providers
        - Easy data filters
    - Resources
        - Training materials
        - Language guides

- Language Service Development Program
    - Language services consulting
    - Bilingual clinical staff interpreting training
    - Bilingual non-clinical staff interpreting
    - The community interpreter
    - Continuing education webinars for interpreters

- Martti In-Service
    - Video interpreting services
    - Interpreter qualifications
    - Following national code of ethics/standard of practice
    - Working with a medical interpreter
    - Medical terminology
    - Confidentiality
    - Equipment and software use
    - Superuser training
    - Training for OPI interpreters
    - Customized training and advice

Fees must be based on minute usage.

Our fees are based on minute usage.

3.
> We can provide hardware as needed/desired. Options include:
> - Martti Express on lightweight powered carts
> - iPad or Samsung Galaxy tablets
> - Wired or wireless telephones and headsets

More detailed information about our language services

Founded in 2003, Language Access Network (now Martti) pioneered the Remote Video Interpreting industry. As the national leader in providing unified medical communication services in healthcare environments, the Company's main service, integrated interpretation services, provides 250+ languages, including American Sign Language, at the push of a button 24/7/365 via our remote interpretation (audio and video conferencing) platform. As the only company in the Language Services Industry with a Chief Medical Officer, we are 100% focused on healthcare and have a keen understanding of how to partner with healthcare providers to drive value for the patients, providers, hospital and surrounding community. Ensuring that patients receive proper and timely care can save health plans and hospitals significant expense and drive better satisfaction. Our clients, including Cedars-Sinai, The Hospital for Special Surgery, NYU Langone Medical Center, the Ohio State University Wexner Medical Center, Texas Children's Hospital, Johns Hopkins Health System, Providence Health & Services and others, have selected Martti over its competitors for the following reasons:

- **Highest Quality & Superiorly Trained Medical Interpreters:** Martti's interpreters work in language centers located across the United States, not offshore. The Company's interpreters have a keen understanding of the US Healthcare System and US customs as well of those of the native language they speak. This cultural competency sets our service apart from other providers that source interpreters overseas, allow them to work from home or don't have the prerequisite training or professionalism.

- **Ease of Use:** No system is easier to use or provides as timely a resource as the Martti solution. Our equipment allows you to hit one button, which connects you with an interpreter resource within 30-90 seconds. For languages where a video interpreter is unavailable, we offer a seamless transition to an audio interpreter over the same equipment. This speed and ease of use encourages a superior user experience which facilitates system acceptance and enhanced compliance.

- **Cost Effective Solution:** Having in-person interpreters on staff or using an outside agency can be a costly endeavor as most charge 2-hour minimums and travel time - which can be hundreds of dollars per use. Martti's solution is priced at a monthly minute package commitment. Our clients like to say that for less than the price of 1 FTE, they get an interpreter who speaks 250+ languages, doesn't need any time off, get any benefits or call in sick. The Service is always there for them when they need it.

➢ **Risk Management & Compliance:** Our system is 100% HIPAA compliant. We are experts in implementing services that help our clients breathe easier during Joint Commission surveys knowing that they are in compliance with Title VI, CMS, ADA and Office of Minority Health Directives. Our tracking system gives clients the opportunity to track interpretation encounters for reporting and quality purposes. In addition, there is legal precedent in the marketplace that failure to offer interpretation services which may have avoided a poor outcome, has resulted in significant penalties and fines for healthcare organizations. With Martti, your team can rest easy.

➢ **Patient & Provider Satisfaction:** Being understood is an intrinsically satisfying experience and is absolutely essential in delivering effective care. It helps reduce the anxiety of patients and providers during the encounter, encouraging the type of communication and understanding that leads to a proper diagnosis and therefore better outcomes. We have seen language services play an important role in higher HCAHPS survey results, which have a significant impact on a hospital's financial performance.

➢ **Decreased Defensive Medicine Costs:** Avoid costly diagnostic workups by being able to perform a clear patient history and examination. No need to order a battery of tests to determine a patient's chief complaint as the Provider will be able to determine whether the patient's chest pain, as an example, is a heart or digestive issue from simply taking a proper patient history and asking questions.

➢ **Improved Patient Flow Means an Improved Bottom-line:** In-person and Agency interpretation normally involve significant wait times for those resources to show up that could prevent a patient in the waiting room from getting to an ER bed, a patient in an ER bed form getting up to the floor and the patient on the floor to be efficiently discharged. Martti's solutions address all of those issues and help our clients see more patients more efficiently.

➢ **The Carenection Telehealth Delivery Network:** Due to Martti's obsession with quality, we deliver our services over the Carenection Telehealth Delivery Network, a proprietary private path, HIPAA compliant and video-optimized broadband network. This network not only connects you to Martti, but it can also connect you to other hospitals and service providers on our network as well. What this means is that in working with Martti, we can offer you a unified telemedicine infrastructure and the ability to collaborate with other health systems so that you can offer telehealth services (think hub and spoke telestroke programs, Remote ICU monitoring, etc.) or work with other facilities or providers who help improve your patient care (tele-psych, tele-triage, etc.).

Industry Leader

Our model is proven in this industry: quality saves hospitals more long term. Martti has become the proven leader in the industry for quality and results, which is reflected in our very low attrition rate and loyal customer base. They recognize the efficiencies of our platform translate into better patient outcomes while maximizing overall savings.

Our research has shown video is 33% faster than encounters using only audio. Patients report that video interpreting provides a more cohesive and understandable experience with fewer interruptions. The importance of body language cannot be over stated. Providers see their patients are at ease, improving trust, adherence to care plans, and overall satisfaction with the encounter. Better language service options translate into better outcomes for patients and their care providers.

Just Good Medicine

As a healthcare communications company, Martti offers interpreting services, language service education, consent videos and other services designed specifically for the medical arena. Our focus is your focus: providing positive health outcomes to the greater community while enhancing provider satisfaction scores and patient flow for your health centers. Our approach to our solution as a service, rather than a device, allows us to build for all situations a health center may face.

As an extension of the treatment team, we have our own Chief Medical Officer. Not only do we stay ahead of the dialogues around healthcare, we frequently drive them. It's why we're the only company to offer multilingual support for consent videos, including American Sign Language. It's why we offer our ROI Model based on real data from our hospitals and proven savings from our growing list of over 650 hospitals. It's why Martti™, our branded video interpretation platform, is widely recognized as just good medicine for improving patient care.

Efficiency and service optimization are part of our DNA. We leverage data-driven processes to prepare for on-boarding new clients. We start with our sales process and our ROI Calculator. Using your data, we can quickly get a snapshot of potential savings and compliance enhancements.

Proven Experience

Martti's platform of excellence allows providers to leverage their resources on a network that is proven throughout the country. Prioritization and call queue automation provides efficiency not available on any other platform. Martti's solution allows for 1 button access to staffed resources within your system or rollover resources from Martti in either video or audio. Our platform isn't just designed for one purpose, rather it's made for any type of medical communication need faced by changing regulations- Video remote interpreting, audio interpreting, and sharing of limited resources, such as qualified bilingual staff. This depth and breadth enables industry leaders like University of Missouri Health Care to realize a true return on investment for both video and OPI (Over the Phone Interpretation).

Martti provides a solution that addresses both video and telephonic needs. Our video platform works seamlessly with our audio backup allowing one device to address numerous applications. In addition to video and audio interpreting, Martti also offers language consultation and interpreter education through our Health system Education, Assessment and Language Services (HEALS) Program.

Customer Service/Local and Regional Support

Martti currently has over 650 clients throughout the US, including Alaska and Hawaii. Leveraging our private, HIPAA compliant network, we are able to seamlessly provide services wherever needed without compromising quality. Martti's client base operates in nearly every state and accesses over 190 of our 250+ languages annually.

Committed to bringing client insight to the forefront of our organization, Martti uses Client Advocates to not only serve as the primary point of contact but also as a vehicle for change within your organization. Implementing a proper Language Services program isn't just about providing a technology or access to a given set of services. It is about engendering a cultural change within the hospital driven by education and support.

Our Client Advocate team is dedicated to keeping in contact with clients on a weekly basis. This includes reviewing reporting needs, providing walkthroughs or advice on the devices, client education and helping troubleshoot any immediate concerns. This level of teamwork fosters trust and good rapport making it easier for the client to supply feedback and ensure its needs are met. The Client Advocates round on departments within your organization on a regular basis to make sure providers know how to use the system and the equipment is in good working order. We are the only company in the industry providing this level of service and partnership. Need a lunch and learn done with a difficult provider? Have nurse registry that needs training during flu season? No problem. Our Client Advocate team has it covered for you. We view them as an extension of your organization and our tangible investment in you.

Quality Assurance

Martti has a dedicated Customer Relations and Quality Assurance department that thoroughly examines all client experience with Martti's service. As a physician-led organization, Martti takes all concerns seriously and uses each in an open environment with management to learn and improve. Every client concern is documented and then distributed to the management team for review and resolution. All issues are investigated thoroughly in an attempt to isolate root causes and make permanent fixes where possible.

All client issues are acknowledged and responded to within a timely manner. Urgent or High level concerns are responded to immediately and resolved within 24 business hours. Medium level concerns are acknowledged immediately and resolved within 48 business hours. Low level concerns are acknowledged the same day and resolved within 72 business hours.

Continuous adjustments to service or policies are coordinated through the Customer Relations Department to maintain the highest level of customer service in the industry. Client feedback is vital to sustaining a successful customer service program.

Certification and Training of Our Interpreters

All Martti interpreters are either medically certified or on the path to certification. Currently 93% of Martti interpreters are certified and the other 7% are on the path to completing their certification.

As a leader in the industry, Martti was the first organization to require national certification as a condition of employment. All interpreters must be certified within six months of hire. Our medical interpreters are setting the pace for language professionals nationwide with their training and testing. While most of our competitors provide interpreter qualification standards, Martti requires Medical Interpretation As we've all come to learn working with patents, medical scenarios require context and slightly different ways of explaining things. Certification in this, an almost unique requirement in the industry, is a Martti hallmark. Martti is so intertwined with the certification process that each of our call centers serve as proxy sites for certification testing.

American Sign Language
Our ASL interpreters on staff are certified with access to a pool of qualified interpreters from our back-up providers. ASL interpreters are required to be able to work within the continuum of their clients' needs whether they are working with client who uses American Sign Language (ASL), Pidgin Sign English (PSE), or Manually Coded English (such as Signed Exact English).

Our interpreters meet national standards by holding at least one of the following Registry of Interpreters for the Deaf (RID) issued credentials:

➢ Certificate of Interpretation (CI)/ Certificate of Transliteration(CT)
➢ CI and CT
➢ Comprehensive Skills Certificate (CSC)
➢ NAD 4 and 5
➢ National Interpreter Certification (NIC), NIC Advanced, and NIC Master.
➢ Take The Community Interpreter (CTI) within 4 months of hire

In addition to certification, our ASL interpreters hold degrees specific to providing language services. Areas such as medical and mental health are covered as part of the program. Continuing education requirements, as part of certification maintenance, help expand medical and interpreting knowledge.

Spoken Language

Spoken Language interpreters must complete a neutral 3rd-party Interpreter Skills assessment and receive a score equal to 80% or better prior to hire. Language assessments determine proficiency in both languages, medical terminology, conversion skills and ethics.

Martti currently supports both efforts toward national certification and our interpreters are required to pass the written examination given by CCHI or NBCMI within 6 months of hire. Both organizations have a written and oral component, where the interpreter must pass the written exam before being allowed to sit for the oral exam. Interpreters within the current certification cycle will complete the process by the end of 2016, and new interpreters within 2 years of hire. Of eligible staff, over 93% have already completed the highest level of certification available. Both tests cover ethics, standards, interpreting knowledge, vocabulary and, for the oral component, practical application.

The CCHI offers 2 levels of qualifications, which must be maintained by 32 CEUs (32 hours) every 4 years:

➢ AHI—Associate Healthcare Interpreter—indicates the interpreter has successfully completed the written portion
➢ CHI—Certified Healthcare Interpreter—indicates the interpreter has successfully completed both the written and oral portions of the test

The NBCMI offers 1 level of qualification, which must be maintained by 3.0 CEUs (30 hours) every 5 years:

➢ CMI—Certified Medical Interpreter— indicates the interpreter has successfully completed both the written and oral portions of the test

Interpreter Training

Language Access Network is unique in its approach to certification and demonstrated commitment to professionalism. Our requirements are not limited to key languages, but are fully across the board to obtain the highest available credentials.

At Language Access Network, we are big believers in continuing education. The medical field is evolving so rapidly and we understand how imperative it is to stay current. The teams are constantly being refreshed and exposed to the latest ideas and conversations in healthcare.

The Community Interpreter: Language Access Network is licensed to provide the Cross Cultural Health Care Program's (CCHCP) The Community Interpreter (TCI). Nationally recognized by certification bodies for healthcare interpreters, The community Interpreter is the most widely recognized interpreter training program for medical interpreters. Complete with a pre-and post-test, CTI offers proven results and provides a minimum threshold for quality. The course covers medical terminology, healthcare context, biomedical culture, roles, ethics and standards of practice for interpreters.

Continuing Education: Language Access Network mandates that interpreters complete a minimum of 10 hours of continuing education per year. We hold monthly mandatory meetings where best practices are discussed and ongoing training is conducted. Sessions offered recently by Martti include:

➢ HIPAA compliance for interpreters
➢ Cindy Roat's Palliative Care program
➢ Interpreting for Legal Scenarios and Law Enforcement in a Medical Setting
➢ Transparency in a Healthcare Setting

➢ Controversy in Interpreting: Handling Difficult Situations
➢ Older Adult Sensitivity
➢ Note-taking
➢ Ethical defense
➢ Medical terminology
➢ Case studies
➢ End of life/palliative care
➢ Epilepsy
➢ Domestic violence
➢ Self-care
➢ Vicarious trauma
➢ Mental health
➢ Pediatrics

Video Interpreting Mentorship: All interpreters undergo extensive training on video techniques. Interpreters are oriented to recommend placement of unit, ensure clean audio and video, troubleshoot minor issues and verify video interpretation is appropriate for the encounter. New interpreters are paired with mentors to learn and master these techniques.

Our interpreter trainers are national leaders and come to us with a breadth of experience. Erika Shell Castro, our Director of Interpreter Services, is an experienced hospital program administrator and licensed The Community Interpreter trainer.

Martti also provides a wide variety of CCHI and RID accredited CEU trainings that involve skill-based trainings and medical/health care knowledge and terminology.

The Departments of Interpreter Education and Interpreter Services also offer trainings for our interpreters to obtain Continuing Education Credit Units (CEUs), as shown in the table below.

| Language Access Network Training Topics |
| --- |
| Understanding Pastoral Care in a multi-cultural hospital setting |
| Medications and General Mechanisms of Actions of Drugs |
| Neuropharmacology and Drugs of Abuse |
| Sexual Health: Facts |
| Customer Service |
| Sexual Health: Social and Cultural Aspects |
| Labor and Delivery, and Postpartum |
| Mental Health 1 |
| Interpreting in Pediatric Settings |
| Mental Health 2 |

Breast Cancer
Genetics
Diabetes Management
Asthma, Allergic Rhinitis, Antihistamines and Decongestants

Predictive Staffing

Martti has access to over 3,000 staff and contracted interpreters at present.

Our staffing model starts even before we see demand. With in-depth insight into immigration patterns, Martti looks out for trends in language demographics as new populations settle in key areas.
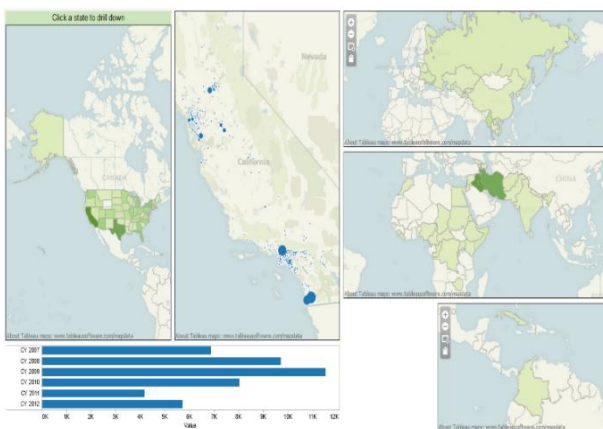
Language Access Network's custom reporting provides insight into valuable data. Only Martti understands, down to ZIP code and surrounding area, the growth potential of languages that may not be on the radar for most entities.

Locating potential interpreters in new languages can be difficult. With extra lead-time, Martti is able to find and identify the most qualified candidates even before the hospital experiences an influx of patients from a particular linguistic group.

In addition to identifying emerging languages, our advanced scheduling tools and demand from a national population allow us to pinpoint ideal shifts for our interpreters. This demand brings many of the top languages of the state and additional languages that would not conventionally be available in California, such as many of the Burmese languages. Our national presence helps us pull interpreters from older communities with more experience, such as Somali and Hmong.

Commitment to Quality – Service Level Agreements

Martti takes the partnership seriously and challenges itself daily to deliver the highest quality in services and value. As a result, we believe in Service Level Agreements and would be more than happy to offer Performance Guarantees to you.

Sample Time To Answer and Time To Resolve SLA's and PG's

Service Component		
Response Time	Service Target Level	Service Level Credit
Priority 1	Respond within 15 minutes.	One-thirtieth (1/30) of the Service monthly Subscription Fee for each fifteen minutes, or portion thereof, that response is past due, up to a maximum of the total Subscription Fee for that month.
Priority 2	Respond within 1 hour.	One-thirtieth (1/30) of the Service monthly Subscription Fee for each one hour, or portion thereof, that response is past due, up to a maximum of the total Subscription Fee for that month.

Service Component		
Resolution Time	Service Target Level	Service Level Credit
Priority 1	Resolve or provide an acceptable workaround within 4 hours.	One-thirtieth (1/30) of the Service monthly Subscription Fee for each four hours, or portion thereof, that resolution (or acceptable workaround) is past due, up to a maximum of the total Subscription Fee for that month.
Priority 2	Resolve or provide an acceptable workaround within 1 day.	One-thirtieth (1/30) of the Service monthly Subscription Fee for each day, or portion thereof, that resolution (or acceptable workaround) is past due, up to a maximum of the total Subscription Fee for that month.

Service Component		
Availability	Service Target Level	Service Level Credit
	Service will be available to the Customer a minimum of ninety-nine and ninety-nine one hundredth percent (99.99%) of the time within any thirty (30) day period, excluding planned outages for upgrades, hotfixes, etc.	98-99.99% One-thirtieth (1/30) of the Service monthly Subscription Fee.

Service Component		
System Response (video or audio)	98% of attempts	2% of charges for call shortfall below Target
Interpreter Connection Time	Spanish: 98% of calls will connect in 4 minutes or less. 50% of calls will connect in 1 minute or less. American Sign Language: 98% of calls will connect in 6 minutes or less. 50% of calls will connect in 4 minute or less. Languages of Lesser Diffusion: 98% of calls will connect in 8 minutes or less. 50% of calls will connect in 4 minute or less.	2% of charges for call shortfall above Target

Priority Level 1. "Priority Level 1" means the Service is not working, a significant function of the Service is not properly working or a significant number of Customer users are unable to access or use functionality. There is a significant impact to Customer's business (or there is likely to be such an impact if the problem is not promptly remedied).

Priority Level 2. "Priority Level 2" means the functionality of the Service is impaired or some Customer users are unable to access or use some functionality. There is some impact to Customer's business.

Martti service level agreements and performance guarantees apply to services within its control.

Service and Support

In order for Martti to provide proper video services, we will require University of Missouri Health Care to enter into a minimum minute contract to support the devices purchased. We require this minimum level of commitment so that Martti may properly staff and maintain an infrastructure to support your

demand. Minute packages are based on the amount of equipment requested and can range from a minimum of 350 to 25,000

Endpoints

Martti's flagship wireless video conferencing platform offers access to over 250+ languages on demand 24/7/365. We also offer the ability to use other devices such as Standards Based Video Hardware, IOS, Android and Windows 7/8 based devices to access Martti™ services. This platform – BYOD – Bring Your Own Device --- uses a combination of apps for tablet platforms, Web Kiosks for other platforms and native SIP and H323 access on Standard video devices. Martti™ will work within your current infrastructure without the expense of new hardware or extensive IT investment and support.

Dual Headsets	Bring Your Own Device

Express w/ Lightweight Powered Cart

iPad/iPad Pro w/ Stand

iPad/iPad Pro w/ Cart

Samsung Galaxy w/ Cart

Martii Express w/ stand

Program	Time Required	# of Participants	Intended Audience	Investment
Language Services Consulting Need help creating or auditing your language service plan? Our experts understand the regulatory environment and how to make a holistic language services department that meets your needs.	Quoted in Scope of Work	No limit	- Language Services Managers - Trainers - Executives	Case-by-case basis + travel expenses
Bilingual Clinical Staff Interpreting Training This training helps prepare bilingual staff to improve outcomes and eliminate healthcare disparities in your organization by learning how to operate ethically and professionally in an interpreting role.	8 hours	Min 12, Max 25	Bilingual Employees that interpret	$125/person + travel expenses
Bilingual Non-Clinical Staff Interpreting Training This training helps prepare bilingual non-clinical staff to provide interpreting for non-clinical interactions such as demographics, way finding, and customer service; and to identify when a qualified medical interpreter would be required	8 hours	Min 12, Max 25	Bilingual Employees that may be called to serve as non-professional interpreters	$125/person + travel expenses
The Community Interpreter This nationally recognized training helps prepare interpreters for certification and interpreting within a hospital environment. This program helps ensure interpreters meet requirements, such as TJC standards on interpreters.	40 hours	Min 10, Max 25	Current medical interpreters or bilingual individuals that want to start in the interpreting industry	$750/person + travel expenses

Your Team

The University of Missouri Health Care partnership is very important to Martti and as a result, University of Missouri Health Care will receive support throughout our entire organization including:

James B. Edwards | CEO of Martti | https://www.linkedin.com/in/jameyedwards

Andrew F. Panos | COO & Founder of Martti | https://www.linkedin.com/in/andrew-panos-5b84b09

Dan Shur| Vice President, Partner Solutions and Innovation | https://www.linkedin.com/in/dan-shur

Experience and References

Given our large customer base- 650+ we have a broad set of clients ranging from small community clinics to tertiary care centers. Below is a sample of our clients which includes a large number of leading academic medical centers:

Below are some relevant client case studies:

University Hospital, Martti Partner in Communication since 2008
Within months of implementing Martti's services, the hospital made a strategic decision to expand the program due to its success. University Hospital already leads the way in offering high quality care at costs significantly lower than the national average by using innovative methods for patient tracking, provision of care and staffing. Inclusion of Martti helps the hospital mitigate delays associated with sourcing interpreters while maintaining a higher quality of care due to communication accessibility.

Indiana University Health Martti Partner in Communication since 2008
With one of the busiest Emergency Departments in Indiana, IU Health partnered with Martti for their video remote interpreting needs. Martti's were deployed and some technical issues developed. Through extensive testing, troubleshooting and onsite IT visits it was determined that some changes needed to be made to the network and the way the devices connected. ALL Martti's are now outfitted with a custom Wi-Fi configuration that allows for easy connection. Martti has been successfully meeting the ED's interpreting needs.

Children's Hospital of Orange County, Martti Partner in Communication since 2012
CHOC was looking for a solution to reduce their agency interpreting costs. Martti did a Return on Investment (ROI) Analysis and showed CHOC how they could increase their compliance and interpreter availability while reducing their interpreting budget. Senior Leadership successfully messaged throughout the hospital that Martti was a new resource available to facilitate LEP and ASL needs. Martti staff did extensive training raising awareness and ensuring staff understood how to utilize Martti. CHOC now has

over 100 Martti's, patient satisfaction has increased, compliance has improved and providers have embraced using Martti.

USCD, Martti Partner in Communication since 2012

As a worldwide leader in health care, USCD is widely recognized for its education of all stakeholders and patient-first care model. Language Access Network has provided over 700k minutes of interpretations services to USCD. Martti doesn't just provide a turn-key solution: rather, we serve as a partner in patient communication and dedicate our resources to improving outcomes.

References

Account Name (Healthcare Only)	Point of Contact (Reference)	Title	Phone	Email
Children's Hospital of Orange County	Melanie Patterson	Chief Nursing Officer	(714) 509-8528	mpatterson@choc.org
University of California San Diego Health System	Lety Aguilar	Manager of Interpreting Services	(619) 543-5205	lacuna@ucsd.edu
Alegent-CHI Health	Kathleen Valle	Operations Director	(402) 398-5843	kathleen.valle@alegent.org
University Hospitals-Case Medical Center	Dr. Gail Murray	Director, Audiology Services Clinical Director, UH Cochlear Implant Program	(216)-848-8168	gail.murray@uhhospitals.org
USC Keck	Chris Clark	Manager, Telemedicine Information Services	(323) 865-7623	Christopher.Clarke@med.usc.edu
University of Missouri Hospital	Stephanie A. Barnes	Language Services Manager	(573)-884-1691	barnessteph@healthmissouri.edu

Reporting and Quality Indicators

Leveraging our physician leadership and investment industry experience, we've built a data analysis department that not only understands how to render data, but to truly discover and determine trends within unique client sites. Our 10 years of experience has shown us numerous invaluable lessons but one stands out: From the rural tertiary care facility to the major metropolitan medical centers and health systems, hospitals are inundated with data. Few have the resources to appropriately review disseminate or make meaningful decisions using this information. With healthcare reform driving an environment mired in confusion and the unknown, many facilities are seeking to cut costs. Martti can help.

Interpretation Reporting and Intelligence System (IRIS)

IRIS is Martti's proprietary reporting and collaboration platform that helps clients actively engage with their data. It includes access to call data visualizations and transactions, Martti literature, training materials, invoices, customer support analytics and the ability to submit an online help request ticket. In

addition, clients can easily export any component of the dashboard for fast reporting and communication throughout the system.   Besides our already robust standard reporting toolkit, Martti creates custom dashboards for each of our clients so that they may track and trend the data as they see fit. We understand that University of Missouri Health Care may have very specific reporting needs and we will work with you to ensure they are satisfied.

Below are some screenshots from our on-demand reporting portal available to you:
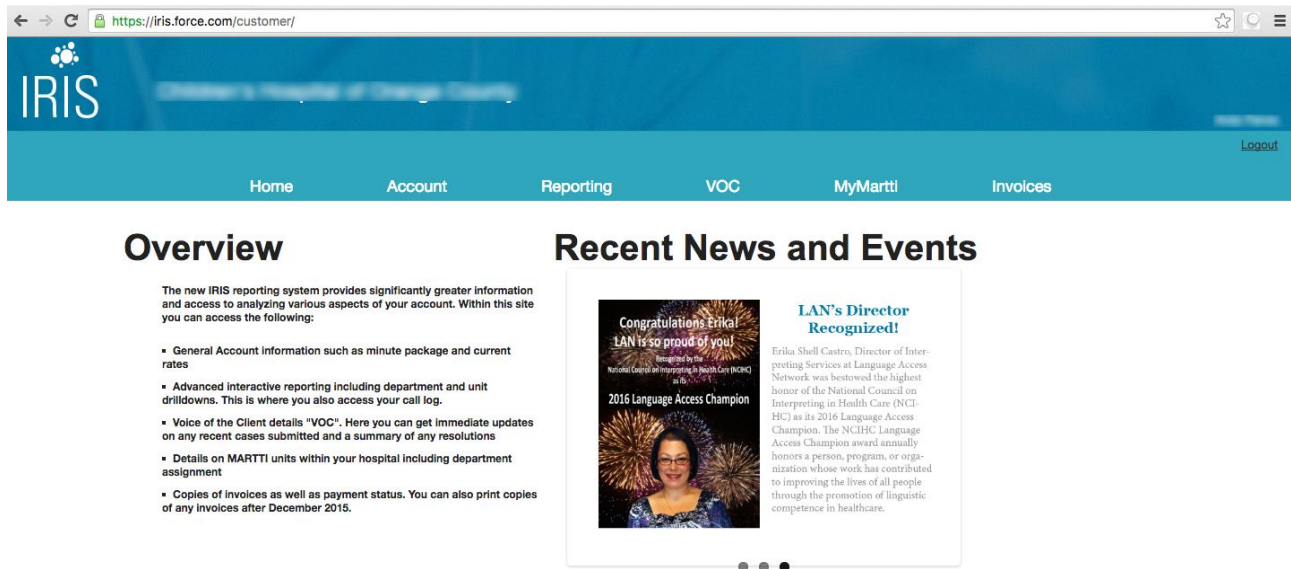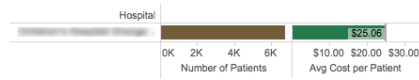

Need more from reports from within your operations? Our experts can build a custom Practice Intelligence Center where you can add your data to view language service data, patient flow or other key performance indicators from within your hospital. This add-on service allows hospitals to view and actualize data from all areas of their hospital, including Martti's interpretation services. You will have a dedicated client advocate assigned to your account who will work with you to create regular customized reports. Below is an example of our standard reporting template including quality indicators such as; number of encounters, connection times and language availability. These reports can be customized based on your needs.

Summary by Hospital - This Year

	2K 4K 6K	0K 50K 100K	0 5 10 15
	Calls	Minutes	Avg Min per Call

Encounter Analysis - This Year

Hospital

	$25.06
0K 2K 4K 6K	$10.00 $20.00 $30.00
Number of Patients	Avg Cost per Patient

	Period Calls	Period Minutes
This Week	157	2,435
This Month	315	4,794
This Year	6,755	104,586
Last Month	1,123	17,343
Last Year	7,060	99,984

Minute Trends

Bar chart showing Minutes by Year: 2014 = 3,019; 2015 = 99,984; 2016 = 104,586
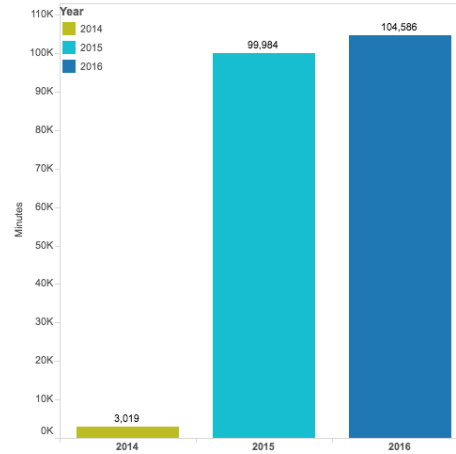
| Home	Account	Reporting	VOC	Martti	Invoices

Summary | Depts | [ ] Internal Calls | Units | Call Log

Department (Select to Filter)

2E
3E
4E
4W
5E
5S
5W
Cancer Center Clinic 2nd Floor
Cardiology 505 2nd Floor
CVICU
Emergency Department
Emergency Department Overflow
Emergency Department Triage A
Emergency Department Triage B
Emergency Department Triage C
Endo Clinic
GI
GPC
Hematology
Metabolics
MRI
Nephrology
Neurology 505 3rd Floor
NICU
Oncology Admin Office 5S
Outpatient Infusion
PACU
PICU 3rd Floor
PICU 6th Floor
Pre-Op
Pulmonology Clinic
Radiology
Rehab
Roaming
SBU
South Tower Admitting/Registration -

Call Trending
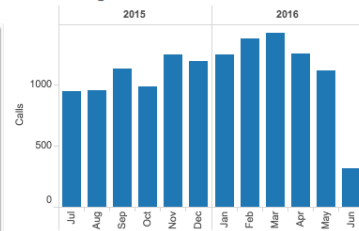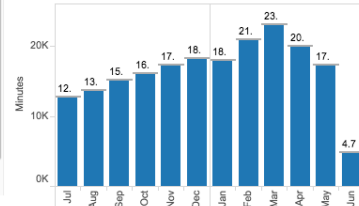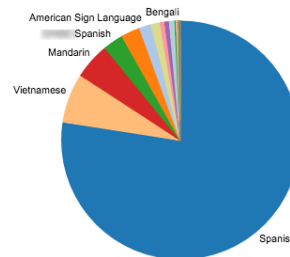
Calls by Time of Day
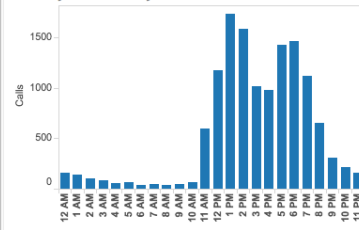
Minute Trending
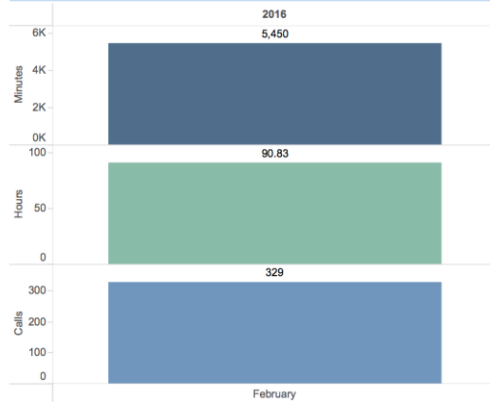
Number of Languages

43

Breakdown of Languages

Pie chart with: Spanish, Vietnamese, Mandarin, [ ] Spanish, American Sign Language, Bengali

Quality Indicators

Encounters

	2016
Minutes	5,450
Hours	90.83
Calls	329
	February

Connection Times

Hospital	Average Connection Time (seconds)
XXXXXX XXXXX	9.84
XXXX XXXXXX XXXXX	19.68
XXXX XXXXXX XXXXX	19.38
XXXX XXXXXX XXXXX	34.67
XXXX XXXXXX XXXXX	13.71
XXXX XXXXXX XXXXX	11.67
XXXX XXXXXX XXXXX	17.20
XXXX XXXXXX XXXXX	22.34

Languages

Language	2016 February Calls	Minutes
Spanish	244	3,863
American Sign Language	12	110
Mandarin	15	318
Vietnamese	10	74
Karen	6	130
French	2	21
Arabic	28	711
Burmese	1	8
Haitian Creole	5	138
Polish	1	3
Albanian	1	8
Romanian	2	46
Creole- French	2	20
Grand Total	329	5,450

3. Our capabilities at your disposal beyond Language Services

Expanded Capabilities Through The Cloudbreak Network

Cloudbreak Health is the parent organization to Language Access Network. It offers you a world of possibilities beyond medically appropriate Language Services. We are uniquely qualified to provide not only language services, but a whole suite of telemedicine solutions addressing the pain points within a facility allowing for better and more efficient care and patient throughput.

> ➢ Largest private, video optimized, HIPAA compliant broadband network.
> ➢ US based, medically certified video interpreters.
> ➢ Most available languages via video.
> ➢ Ability to integrate video medical interpreters into hospital telemedicine platform.
> ➢ Access to only telehealth marketplace offering multiple services to consume and opportunity to sell telemedicine services out to network
> ➢ Personalized "concierge" Client Advocate dedicated to your account.

Our company was formed by bringing together the industry leaders, Language Access Network and Carenection (the first Telemedicine market network) to deliver unified telehealth solutions to hospitals nationwide. We believe that healthcare providers should not need multiple platforms for multiple specialties and that each specialty should be available in a care team approach on a single platform. Have a Spanish speaking patient that requires a telepsych consult? We have that covered at the push of a button.

This is accomplished by using the Carenection Telemedicine Delivery Network (one of the nation's first and largest private path broadband network optimized for telehealth) to connect clients to our Telehealth Marketplace where we have partnered with industry leading providers of telemedicine such as Advanced ICU Care, InSight Telepsych, Telespecialists and leading academic medical centers. We currently are performing over 60,000 encounters per month over this platform which makes us the most used telemedicine system in country.

The great thing for our clients is that they can become both a consumer AND provider of telemedicine services. Should you have a center of excellence in a given specialty, you can now offer that to hospitals locally or nationwide.

More information about Carenection follows to supplement this proposal.

CARENECTION

Our mission is to improve the quality, accessibility and affordability of healthcare by building the most comprehensive telehealth marketplace.

Think Big.

The Benefits of Our Network

We offer our clients single-vendor simplicity for their telehealth needs over a private, HIPAA-compliant broadband network specifically tuned for delivering telehealth services, increasing scalability and reliability while easing support burdens. The result is a satisfaction improving, outcome enhancing, ROI driving tool for increasing access to high quality care in a timely fashion.

Access to the Leading Telemedicine Providers in the Nation

Carenection has partnered with the leading providers of telepsychiatry, teleneurology, teledermatology, telestroke and other specialties to bring you a national footprint of providers who are licensed in your state. They are all certified on the Carenection Telehealth Delivery Network (CTDN) to provide services to Carenection member hospitals. The result? Multiple provider choices on a single platform.

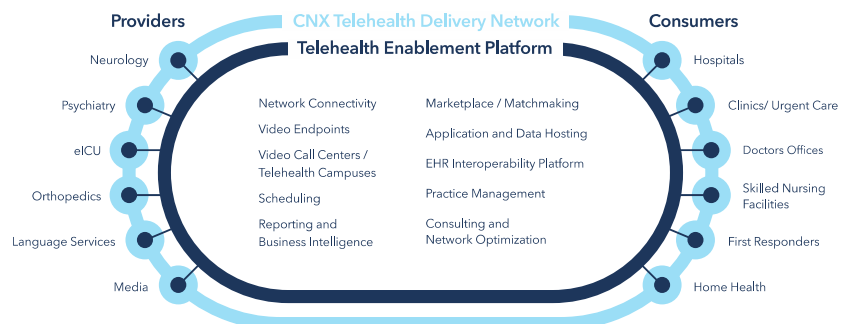### Integrated Language Services

Carenection can provide integrated video and audio remote interpreting through the Language Access Network, the pioneer in healthcare interpreting. Depending upon a member's configuration, via our split-screen technology, Carenection can simultaneously add a certified medical interpreter during a telemedicine specialty encounter.

Practice Analytics and Intelligence

Bring Big Data down to size. Carenection's analytics team is expert at the creation of dashboards and data intelligence that allow us data junkies to analyze performance and surface insights through powerful visualizations that drive action. We use these dashboards to analyze our own performance daily and are happy to use them to help you analyze yours.

The Carenection Ecosystem Enables You to be Both a Consumer and a Provider of Telemedicine Services

Whether you are looking to bolster your call panel or participate in a hub-and-spoke telestroke program, Carenection can help. We can help turn the investment you have made in telemedicine equipment into a business development opportunity for your institution. If you desire to be the hub instead of the spoke, or if you are a Center of Excellence in a specific specialty and want to share your expertise nationally, the Carenection platform allows you to do so seamlessly.

Providers
- Neurology
- Psychiatry
- eICU
- Orthopedics
- Language Services
- Media

CNX Telehealth Delivery Network
Telehealth Enablement Platform

- Network Connectivity
- Video Endpoints
- Video Call Centers / Telehealth Campuses
- Scheduling
- Reporting and Business Intelligence
- Marketplace / Matchmaking
- Application and Data Hosting
- EHR Interoperability Platform
- Practice Management
- Consulting and Network Optimization

Consumers
- Hospitals
- Clinics/ Urgent Care
- Doctors Offices
- Skilled Nursing Facilities
- First Responders
- Home Health

Confidential

"Carenection represents the best our healthcare system has to offer. Superior providers in multiple specialties accessed 24/7 over one of the largest private path, HIPAA compliant networks in the nation."

Jason Greenspan, M.D., FACEP
CMO of Carenection and Director
of Telemedicine at Emergent
Medical Associates

Services

Network Connectivity
- Private Network Connectivity
- Speeds from 1.5 Mb/s to 10 Gb/s
- Regional Network Integration
- Private, Public Cloud and Hybrid Network
- Out-of-Box HIPAA Compliance

Telehealth Hosting
- Private Telehealth Video Hosting
- Hosted Skills-Based Video Call Centers
- Application Hosting

Consulting
- Telehealth Project Design and Implementation
- Infrastructure Assessment and Optimization
- Infrastructure Management
- Telehealth Provider Recruiting and Matching
- Project feasibility assessment and leadership

Support
- 24/7/365 Live Technical Support
- Telehealth Infrastructure Monitoring
- Reporting Tools

Unified Telemedicine Infrastructure

For more than 10 years Language Access Network has been at the forefront of healthcare video technology. Moving forward as the Carenection Telehealth Delivery Network, we provide custom integration into our video network, offering connectivity between you and your clients on any standards-based video platform. You get a simplified way to manage Hospital IT infrastructure and hardware.

The Carenection Telehealth Delivery Network (CTDN)

CTDN is a private hybrid network consisting of multiple-carrier private MPLS networks, private fiber and peering relationships. With multiple high capacity entrances to the Internet, we have created a flexible path for all Telehealth services. These services, in combination with carrier class hardware, monitoring and management allow for a supportable and reliable network for health critical services. With more than 300 sites already on CTDN, we are primed for growing Telehealth organizations.

By providing private path for critical telemedicine communications, Carenection is able to provide optimal support and quality of service (QoS) not possible on the public internet. Private path also provides a high level of isolation from DDOS attacks common on the public internet. Regarding long-term viability of path and services, by its very nature CTDN eliminates concerns with net neutrality issues such as secondary tariffs for high bandwidth applications like bi-directional HD Video and high priority low latency applications.

Our National Footprint

Over 300 facilities. Over 2,200 video endpoints. Over 480,000 annual encounters. The Carenection Telehealth Delivery Network is a proven platform with multiple service providers at your fingertips to fulfill your most pressing telemedicine needs.

Contact	Office: 614.468.6114	1103 Schrock Rd Suite 205
Chip McIntosh	Mobile: 740.707.3833	Columbus, OH 43229
General Manager	Fax: 614.468.6001	