

# AI-POWERED HEALTHCARE INTERPRETATION SERVICES



Lionbridge combines AI technology with a commitment to quality, community well-being, and cost controls. Our AI language solutions ensure end-to-end language compliance. We help ensure every patient receives accurate and clear information, support, and care.

## ○ AI Interpretation Support

Our strategy emphasizes responsible and measured AI deployment for maximum impact points of your system. We improve the personalization and quality of care for every patient — anytime, anywhere. Access:

- AI interpretation agents in 30 languages and counting
- HIPAA-compliant models
- On-premise operation
- Real-time routing, language detection, and AI quality call monitoring
- AI integration to support Chatbots, WhatsApp, and SMS API integrations

## ○ AI-Assisted Translation and Content Creation

We offer a suite of AI-assisted and machine translation (MT) solutions tailored to meet your needs and enhance written communication with members, providers, prospects, and authorized agents. Services include:

- Instant, fully automated AI translation
- Coverage for 200+ languages
- Authentic, multilingual content generation
- AI-generated and human-reviewed translation workflows
- AI-powered quality review

## ○ Additional AI Services for Healthcare Operations

Get AI data services to help you train and deploy accurate, reliable, unbiased AI models. We ensure high-quality, culturally relevant data. They include:

- Data annotation, classification
- Dataset collection
- Content moderation
- Output validation
- Diversity and inclusion, anti-bias testing
- AI product testing

## ○ Ensure Responsible AI Usage

Responsible AI deployment is paramount in meeting compliance and regulatory requirements in healthcare settings. These are Lionbridge's guiding principles:

- **Rigorous training data validation:** All datasets must be verified as unbiased, diverse, inclusive, and accurate to the highest standard.
- **Output evaluation:** Human reviewers must validate AI-created content for accuracy before live deployment (plus ongoing monitoring).
- **Use case evaluation:** Collaborative evaluation of use case before deployment, including developers, users, and regulatory roles. Ensures maximum transparency and AI trust.

## ○ Rely on Us for AI and Human-Powered Interpretation Solutions

The role of human interpreters is critical in Healthcare and sometimes cannot be replaced with AI agents. We provide customers with clinically accurate human interpretation in provider/patient interactions and other situations where the context, empathy, experience, and accuracy are vital. Our human interpreters:

- Support 380+ languages
- Cover rare and indigenous languages
- Are medically trained and specialized
- Offer 24/7/365 availability
- Bring deep experience
- Provide cultural fluency
- Communicate with compassion and understanding
- Are verified onshore
- Undergo continuous training, monitoring, and evaluation
- Demonstrate ethical and clinical professionalism



### USE CASES

Appointment Scheduling  
Customer Service  
Billing Questions  
Help Desk  
Workforce training  
Survey & Feedback Collection  
Community Event Announcements  
HR Resource and Onboarding Support

## Enrich Patient Communication and Access for Linguistically and Culturally Diverse Patients

- » Drive responsible cost savings via intelligent automation and a focus on improved member and provider experience
- » Enhance operational efficiency for quality care delivery at scale
- » Ensure regulatory and health equity compliance, including HIPAA/PHI and CMS standards



### Get Started

Ready to enhance patient outcomes via our customized AI and human-powered interpretation solutions? Reach out to Lionbridge today.

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