



**Problem Statement:** Many interpreter service organizations spend an increasing amount of staff time managing a large roster of fulltime/part time staff interpreters, agency interpreters and independent contractors in a highly time-sensitive service environment. Appointment volumes are increasing in a multitude of languages across a large geographic area.

Intake of interpreting assignments is currently performed via manual data entry with multiple, repetitive entries culled from telephone, e-mail and Fax requests. Scheduling is proving to be equally unwieldy. Paper accounting systems, appointment receipting and report generation is taxing the limited staff resources available to the organization.

In order for Interpreting Services to maintain current and future appointment fulfillment volumes, the organization must reorganize its back-office operations to keep pace with its success. Leveraging the power of the Internet is this proposal's solution that effortlessly links both requesters and interpreters through a single point of entry.

### **Selected Features of the Internet Interpreter Scheduling System (Not Comprehensive):**

The Internet Interpreting Scheduling System is Fluency's proprietary web-based scheduling system that accepts direct interpreter scheduling over the Internet. The system works in the same way as booking an airline reservation or a rental car.

- ~ Interpreting Services credential authorized requesters by providing an e-mailed username and password. Upon log-in, Users can input, edit and cancel interpreting assignments directly into a secure, HIPAA-compliant database, 24/7/365
- ~ Interpreters retrieve these assignments on the internet, accessing the website using their own username and password from anywhere, and they can accept or reject appointments 24/7/365, and manage every aspect of their work with the medical system (time off requests, income reports, no-go areas).
- ~ Managers of interpreting services can assign appointments, input, add, edit or cancel appointments as needed, receive real-time information of where every interpreter is within the medical system now and in week ahead views; credential or revoke system access to any user in the community, generate global usage reports, and manage all financial and audit functions of the system 24/7/365
- ~ Scheduling Flexibility: Appointments can be placed in a public folder available to all same language interpreters to self-schedule (aka "The Piranha Pool"), or can be placed into an individual interpreter's folder that is protected from view by other same language interpreters. Depending upon agency criteria, appointments can remain in an interpreter's private folder untouched up to an editable time frame, which, upon expiration, reverts back to schedulers for reassignment.
- ~ Pre-Loaded payment rules can be customized for every interpreter by time of day, appointment venue, language differentials and type of interpreter (Agency, Staff, Language Spoken etc.) all payment calculations are automated and exportable to financial software solutions such as QuickBooks and/or to an Excel Spreadsheet for review.



800-522-7512

- ~ Appointments saved and scheduled in the database AFTER BUSINESS HOURS can be sent as a text message to any cell phone, digital pager or PDA, giving on-call managers a “heads up” of pending appointments needing interpreters. Scheduling parameters are editable and as automated as deemed necessary
- ~ Easy adoption by the User Community; Interpreter, Clerk User, and Super User’s GUI’s are intuitive and easy to understand for those familiar with standard internet commerce protocols. The Scheduling System has been in use in the healthcare sector since 2005, and has required minimal staff time for training purposes.
- ~ Interpreter / Customer / Staff satisfaction has increased, telephone hold-times will be reduced, call volumes will drop, system responsiveness will increase and more work can be managed with less stress and less staff time
- ~ Complete transaction histories allow appointment actions to be traced to every individual that interacts with the interpreter request from intake to completion (i.e. who requested, who edited/cancelled, which interpreter accepted or dropped the appointment etc.). Schedulers can track original interpreter to first appointment in order to maintain continuity of care.
- ~ Electronic paper management – all paper forms will be available to any user online

Fluency, Inc. is licensing the Software as a Service (SaaS) which provides unlimited User Names and Passwords to anybody in your community for a reasonably priced monthly license fee that covers all Fluency upgrades, security, maintenance, support, data storage and back up systems.

**No Software to load. An Internet connection is all you need to get started!**

**C) User’s System requirements:** Standard Desktop PC, Internet Access, Internet Explorer Browser, Adobe Acrobat reader, MS Word viewer, and/or MS Word

**D) Server Specifications:** Dedicated DELL servers (Web server and Database Server) residing in a secure SUREWEST co-location facility at McClellan Park 24/7/365 – ( shared with the 911 Emergency telecom center for the Northern California region) , monitoring, power and internet connection redundancy unlimited data storage for each customer. Co-Lo specifications are available upon request.

**E) Security:** 128bit Secure Socket Layer (SSL) encryption, password protected, Sonic Wall Enterprise Class Firewall coupled to a comprehensive gateway Anti-virus, Anti-spy ware and Intrusion Prevention subscription service, HIPPA Compliance audit will be available for inspection

**F) Database Software:** SQL Server 2000 Enterprise Edition

**G) Web Application Software:** ASP.NET Web-based application, written in .Net framework, version 1.1

**H) Platform:** Windows Server 2003 Enterprise Edition

**I) Back-ups:** Daily Tape Back Up at the Data Center as well as Off-site back up managed through a secure site-to-site VPN Connection to storage devices. Dual razor HP Proliant servers are used to back up data on an hourly basis.

**J) Offline Requirements:** Fluency, Inc. reserves the right to upgrade and maintain the system, requiring



800-522-7512

Users to go offline during selected weekend times during the year.

**K) Archiving:** Scanned documents will be available for User access for a period of 24 months from the creation date, thereafter; documents may be retrieved via e-mail request. E-mailed requests for archived documents will be delivered within 5 business days from request date.

#### L) Timeline

**Phase 1:** Introduction to the Application, unique links are created and sent for demonstration and training purposes for key staff members and managers. This phase includes 1 to 4 hours of complimentary telephone orientation and training.

**Phase 2:** If the application meets with the approval of managers, our Licensing Agreement is forwarded for review. Further demos with other community members are delivered during this phase. Licensing Agreement is reviewed and executed. License/Deposit/Training fee is paid

**Phase 3:** Production: Real data begins to be inputted into the system (i.e. interpreter / customer / department / clinics and venues / billing information), and continued training and support occurs. The application goes live to the user community in this phase

**Phase 4:** All change orders after system launch will be billed for time and materials.

#### M) Financials Itemized by Phases

**Phase 1:** No Charge

**Phase 2:** Two Thousand Five Hundred Dollars (\$2,500) non-refundable deposit

**Phase 3:** Monthly license fee based upon the following appointment volumes:

**Level 1:** 0 to 600 appointments per month  
Monthly Fee: \$300  
Over Transaction Fee Per Transaction: .75 cents

**Level 2:** Up to 1,000 appointments per month  
Monthly Fee: \$450  
Over Transaction Fee Per Transaction: .75 cents

**Level 3:** Up to 1,500 appointments per month  
Monthly Fee: \$625  
Over Transaction Fee Per Transaction: .75 cents

**Level 4:** Up to 2,000 appointments per month  
Monthly Fee: \$850  
Over Transaction Fee Per Transaction: .75 cents

**Phase 4:** Time and Materials will be billed at the rate of \$75 per hour

#### N) Your Satisfaction Guaranteed by our Refund Policy – 30-day Free Trial Period



800-522-7512

Fluency customers receive a 30 day free trial period after going live in Phase 3. During the free trial period, one (1) month of hosting fees are automatically waived. If after 30 days you are not satisfied with the features found in the Internet Interpreter Scheduling System, all license fees (less deposit monies paid) will be returned to Customer.

**O) Technical Support:** Unlimited telephone support between normal business hours (Mon – Friday 9am to 5pm) is available during Phase 2 and Phase 3. During the 30-day Free Trial period, Unlimited Telephone support will also be available between normal business hours. Thereafter, telephone support bills @ \$55 per hour billed in 1-hour increments.

**P) Application Genesis:** Over five years in development, the Scheduling System was put into production as a means of managing ever-increasing appointment loads for a commercial healthcare interpreting agency in Sacramento, California. Our system went live as of April of 2005, and has been in use ever since 24/7/365 for our customers and interpreters.

#### **REQUESTERS OF INTERPRETING SERVICES who use the Fluency Solution**

Kaiser Permanente, North Valley –  
Morse Avenue, Roseville Hospitals / outpatient departments and clinics  
Kaiser Permanente, South Sacramento  
Kaiser South Sacramento Hospital / outpatient departments and clinics  
Catholic Healthcare West - Mercy San Juan Hospital  
Sutter Health – Sacramento Sierra Region  
Sutter Memorial Hospital/ outpatient departments and clinics  
Sutter General Hospital/ outpatient departments and clinics  
Sutter Roseville Hospital/ outpatient departments and clinics  
Sacramento County – Department of Human Assistance  
City and County of San Francisco – Human Services Department  
Sutter Alta Bates Comprehensive Cancer Clinic – Berkeley, California

#### **PROVIDERS OF INTERPRETING SERVICES who use the Fluency Solution**

Language World Services Inc., Sacramento, California  
ICI Communications, Lincoln, Nebraska  
Catholic Charities, Diocese of Fort Worth, TX  
Tennessee Foreign Languages Institute, Memphis, TN  
Interpreters Translators International, Manchester, CT  
Heartland Alliance, Chicago, IL  
Metaphrasis, Chicago, IL  
Stanford University Hospital and Clinics, Palo Alto, CA  
Community Refugee and Immigration Services, Columbus, OH  
Alameda County Coalition on Language Access in Healthcare, (ACCLAH), CA

*\* Client References gladly furnished upon request!*



800-522-7512