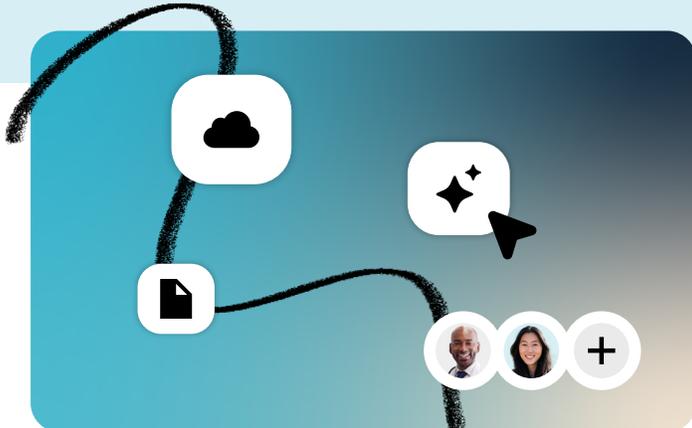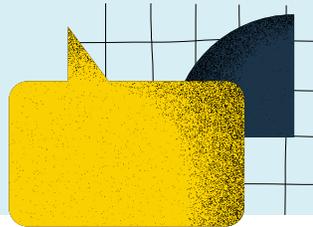# Clinical workflow solutions

Intelligent Business Operations (IBO) for Healthcare

BIG
LANGUAGE SOLUTIONS

Smarter clinical workflows that improve care quality, coordination, and satisfaction while helping reduce medication errors and adverse drug events.

BIG Language Solutions provides clinical workflow products and services used by healthcare organizations seeking more seamless and impactful ways to improve patient outcomes and safety.

High-impact solutions for care quality and safety

Data Integration Solutions
Capture and standardize clinical content, then route it with controls for safe, accurate use.

Workflow Automation Solutions
Move high-volume communications from capture to delivery with quality controls.

Real-time Communication Systems
Connect patients and teams in their preferred language, in the moment.

Care Collaboration Solutions
Coordinate care handoffs and transitions with clear, language-appropriate materials.

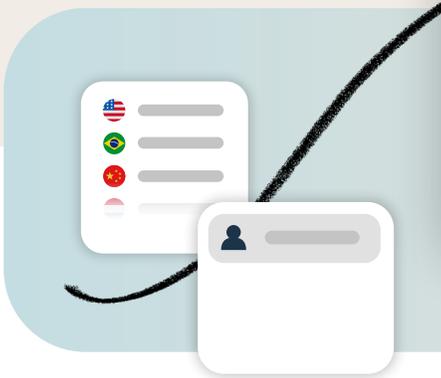### Enterprise Reporting + Analytics Solutions
Measure, govern, and improve language access and workflow performance.

Why providers choose BIG Language Solutions

✓ **Expertise at scale**
Skilled teams that plug in quickly across access, clinical, and revenue cycle workflows

✓ **Interoperability**
APIs, **SFTP**, and **EHR-friendly pathways**, including ambient note capture

✓ **Certified quality and security**
ISO 9001, **ISO 17100**, **ISO 27001**, **SOC 2 Type II**, **HIPAA**, and **HITRUST**

✓ **Automation with oversight**
Rules-driven routing with human review where it matters

✓ **Auditability**
End-to-end records for compliance, SLAs, and proof of delivery

Representative Outcomes

- ✓ Clear, plain **language instructions** that support adherence and help reduce medication-related issues.

- ✓ Faster, consistent **delivery of patient-facing communications** within required timelines.

- ✓ Higher **patient satisfaction** through real-time language support and accessible formats.

- ✓ Better visibility and governance across **clinical, access, and revenue cycle workflows**.

Platforms & workflows we use

LanguageNow™
Variable, member-specific content with near real-time turnaround

LanguageExpress™
Templated, high-volume communications at scale with audit-ready outputs

InterpVault™
Central hub for OPI, VRI, and ASL; works with Real-Time AI Interpreter

LanguageVault™
Terminology and template governance with end-to-end audit trails

Getting started

✓ Pilot
Prove one flow end-to-end with clear success measures.

✓ Discovery
Map current communications, SLAs, and compliance needs.

✓ Scale
Extend across service lines with shared terminology and reporting.

Ready to streamline clinical workflows? Let's talk.

Trust Every Word™

BIG Language Solutions is how even the most complex organizations can finally trust every word of their interpretations and translations. That's because you know the work will get done by experts in your industry, exactly when and how you need it.

Contact us

info@biglanguage.com
biglanguage.com