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Client: State of Michigan – Department of Health

Service: EpiConference™

### **Case Background:**

State of Michigan had a mentally challenged inmate who only understood and spoke Arabic. He was referred to the state's Department of Health as a patient in order to understand his rights under the U.S. constitution. This patient could not be treated without an effective interpretation session 1 to 2 times a week. State of Michigan – Department of Health needed an mp3 version of the interpretation sessions so they could be transcribed at a later time, if needed.

### **The Selection:**

After evaluating several Language Service Providers and Independent Linguists, Epic Translations was selected to provide over the phone interpretation services (EpiConference™) for the Arabic < > English language pair. Epic Translations was the only company that could provide a recorded version (mp3) of the interpretation session. This was the key differentiator why Epic Translations was selected for this project.

### **How It Works:**

Over the phone interpretation session works in the following manner:

1. Epic Translations schedules a conference call and provides a 800 number
2. You dial into the 800 number with your own unique access code
3. Epic Translations' interpreter also dials into the conference call with the unique organizer code
4. Interpretation session gets started
5. The session is recorded via a world class digital system as a mp3 file
6. Epic Translations provides the mp3 file and the transcription (if needed) of the session(s).

In the case of State of Michigan – Department of Health, mp3 file of every interpretation session was provided for the judge to listen and make a decision whether the patient has understood what was happening. According to Richard Fairley, Department of Health's Client Services Manager/Competency Trainer, "Epic Translations continues to exceed our expectations while not only delivering professional linguistic services, but also with their accommodating demeanor and their ability to respond to additional requests."