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Features of the Internet Interpreter Scheduling System

The Internet Interpreting Scheduling System (I2S2) is Fluency's proprietary web-based scheduling system that accepts direct interpreter scheduling over the Internet. As an Application Service Provider (ASP), Fluency, Inc. licenses the product as a Web-based application which features unlimited user names and passwords to any community member. The fees for the platform are reasonably priced, based solely upon transactional volume of the community. No other software is required for the system. An Internet connection attached to a standard desktop PC, MAC/ IPAD, Adobe Acrobat Reader, MS Word, and an Internet Explorer or Firefox browser is all that is needed.

User Names/Passwords: An unlimited amount of User Names and Passwords are available to all requesters and interpreters in your community at no charge.

3 User Platforms:

- **Interpreter Managers** are given complete end-to-end accounting, record keeping, auditing and reporting functions. They can assign appointments, input, add, edit or cancel appointments as needed, receive real-time information of where every interpreter is within an unlimited geographic region, tracking all past, current and future assignments; credential, revoke or restrict system access to any user in the community, and manage all financial and audit functions of the system 24/7/365
- **Interpreter Users** can view their schedule, accept and reject appointments in real time 24/7/365, and manage every aspect of their work with your department (time off requests, income reports, no-go areas).
- **Requester Users** can input, edit and cancel interpreting assignments directly into a secure, HIPAA-compliant database, 24/7/365 through the convenience of online booking.

Scheduling Flexibility

Appointments can be placed in a folder available to all same language interpreters who share equal skill levels and credentialing so they may self-schedule, or can be placed into an individual interpreter's folder that is protected from view by other similarly qualified language interpreters. Depending upon community 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. Intelligent scheduling can automatically route available appointments depending upon the customer, department, and/or appointment type and match it to the appropriate interpreter folder.

Reports

A full suite of reporting features exportable to PDF and/or MS Excel is available 24/7/365 including global usage reports, financials, fill rates and much more. Custom reports available via Microsoft reporting services.

Pre-loaded Payment / Billing Rules

Paying and Billing configurations can be micro-customized for every interpreter by time of day, appointment venue, education, experience, completed training or interpreter type. Payment and billing calculations are automated and exportable to financial software solutions such as QuickBooks and/or to an Excel Spreadsheet for review.

Automatic and Settable E-mail & Text Message Alerts

Appointments saved and scheduled in the database AFTER BUSINESS HOURS can be sent as a text message to any cell phone, or Tablet giving after hours on-call managers a “heads up” of pending appointments needing interpreters.

Virtually every change point of an appointment (from intake, to interpreter coverage, to edits and cancellations) can be automated to send texts or e-mails providing end-to-end notification to all interested member/users.

Transaction History

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.).

Off-site Management

Telecommuting / Disaster Preparedness, all business operations can be managed offsite via the Agency platform built into the Web application. The I2S2 is the ideal virtualized office platform

REQUESTER Features of the I2S2

Schedule/Review/Edit Appointments

Easy-to-use appointment scheduling 24/7, review and change previously scheduled appointments, cancel upcoming appointments, duplicate appointment lock-out features, pre-completed appointment information for follow up appointments and much more! Built-in capability for Home Health requests (off-campus appointments with medical staff).

Appointment Verification

View digital images of all hard copies of Appointment Verification Receipts signed by the provider that have been scanned into the system by the interpreter

Reports

View, create and export customized usage reports that can be accessed to monitor activity over time, by department, language and cost.

Invoicing

Receive accurate invoicing that is pre-coded with the appropriate cost centers specific to each customer, including all pertinent information attached to the appointment, with signature capture from providers who verify the end time of each interpreter encounter. PIN numbers can be used to secure end-time reporting to prevent fraud and waste.

Interpreter Evaluations

Complete an Interpreter Evaluation Form critiquing an interpreter’s work during an appointment and send it directly to Interpreter Services for quality control purposes.

INTERPRETER Features of the I2S2

Easy Dashboard View

At login, Interpreters view their dashboard and clearly identify what requires their immediate attention.

View Uncovered Appointments

Choose appointments they wish to cover from the “Piranha Pool” of uncovered appointments awaiting an interpreter assignment

Private Folder

Accept or decline appointments awaiting review in their Private folder. Decline or accept appointments reserved especially for them as part of follow-up protocols

Print Vouchers/Daily Schedule/MapQuest Directions

Print out hard copies of Appointment Vouchers/Encounter Forms to take to the appointment. Print out daily schedules and pre-loaded MapQuest driving directions that automatically grabs both their home address and location of their appointment. Interpreter mileage and travel time can auto export to billing platform / interpreter payment platforms.

Walking / Check-in Instructions

Receive pre-loaded specific walking directions to appointment venues, along with pre-appointment instructions if required (i.e. “check in with Mary Smith, at Window A, patient will be in the NICU”)

Time Off / Vacation / No-Go Areas

Communicate days-off vacation / personal time requests, so schedulers can receive interpreter availabilities in real-time – auto lock-out feature prevents scheduling interpreters who have requested time-off in the system. Create “No-Go” areas where the interpreter does not wish to travel to for assignments; managers can prevent an interpreter from taking assignments attributed to any number of lock-out criteria – a specific customer, venue, department or NEP/LEP service recipient.

Time Finish

Scan appointment receipts into the database and enter other pertinent “Time Finish” data, or use a tablet PC or IPAD to capture signatures and report appointment finish times.

Income Reports

Run income reports from completed assignments pending payment. Interpreters see what they will be paid for every appointment as part of the “Time Finish” operation.

View Evaluations

View evaluations received from Requesters vetted by Interpreter Services staff.

Paperless Vouchers

NEW! Requesters can sign out interpreters using an electronic signature—no paper vouchers. *This feature requires that interpreters use a web-enabled tablet or notebook computer running with an IE or Firefox browser.*

Ramp Up Timeline

Phase 1: Introduction to the I2S2 - Our demo database is shared via our live Webinar with a technical support specialist geared towards key personnel and managers. This phase includes up to 5 hours of complimentary telephone/Internet orientation and demo training. *1 to 2 days.*

Phase 2: If the application meets with the approval of managers, our Licensing Agreement is forwarded for review, and upon execution a non-refundable Set Up and Training Fee is sent to Fluency, Inc. *TBD*

Phase 3: Set Up & Training Phase begins and real data is imported into the system (i.e. interpreter / customer / department / clinics and venues / billing information). Unlimited support provided to key project managers (i.e., scheduler, interpreter coordinator, accounting dept.). *30 days.*

Phase 4: Next, we perform a comprehensive data check and verification process prior to going live with the production database. Customers requiring further customizable features not available within the feature-rich environment of the Internet Interpreter Scheduling System, programming time will be billed at an additional cost per hour

Total Elapsed Time: For most customers, total time necessary for data- migration, training and other ramp-up activities will take no longer than 37 days from execution of the Licensing Agreement, providing there are no significant change requests.

Satisfaction Guaranteed

If at any point you are not satisfied with the features found in the Internet Interpreter Scheduling System, you can provide 30 days written notice to cancel at any time without penalty; no long-term contracts are ever required.

Technical Support: Telephone support between normal business hours (Mon – Friday 8 A.M. to 5 P.M. Pacific Standard Time) is available.

Application Genesis: Over five years in development, the I2S2 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 24/7/365 for our licensees, customers and interpreters ever since, with no downtime. Currently running version v.62.

Current Customers - Internet Interpreter Scheduling System (I2S2)

INTERPRETING SERVICE PROVIDERS

Heartland Alliance — Chicago, Illinois

International Communications, Inc. — Lincoln, Nebraska

Interpreters and Translators, Inc. — Manchester, Connecticut

Language World Services, Inc. — Sacramento, California

Tennessee Foreign Language Institute — Nashville, Tennessee

Metaphrasis — Chicago, Illinois

CRIS Interpreting Services — Columbus, Ohio

United Health Services, CSAD — Granger, Indiana

Gulf Coast Jewish Family Services — Clearwater, Florida

Catholic Charities of Fort Worth — Dallas and Fort Worth, Texas

International Rescue Committee

- *Phoenix, Arizona*
- *Charlottesville, North Carolina*
- *San Diego, California*
- *Silver Spring, Maryland*

OhioHealth — Columbus, Ohio

Choice Translating — Charlotte, North Carolina

Kaiser Permanente — Atlanta, Georgia

Healthcare Language Services, LLC.— Chicago, Illinois

Accurate Translation Bureau — Hickory Hills, Illinois

Dupage Federation Language Access Resource Center — Villa Park, Illinois

Multicultural Association of Medical Interpreters — Syracuse, Utica and Albany, New York

Deaf Community Services, A Division of Easter Seals — Indianapolis, Indiana

Culturalink , Inc.— Indianapolis, Indiana

Access 2 Interpreters — Columbus, Ohio

Spanicus, LLC — Fort Wayne, Indiana

Asian Pacific Community in Action, Phoenix, Arizona

Domenech Expressions, Overland Park, Kansas

Hispanic Center of Western Michigan, Grand Rapids, Michigan

Lancaster General Health — Lancaster, Pennsylvania

Novant Health — Charlotte, North Carolina

Cyacom International — Tucson, Arizona

Customer references are gladly available upon request!

Technical Specifications

Fluency backbone: Dedicated DELL and HP clustered servers (Web server and Database Server) residing in a secure co-location facility in Sacramento, California 24/7/365 monitoring, power and Internet connection redundancy unlimited data storage for each customer.

Traffic: 30,000 unique transactions monthly across all national time zones, scalable to 100,000 monthly transactions without further modifications nor enhancements.

Network:

Dedicated 10mb up/down; Dual-homed Multi Tier One Connections
Redundancy: Path Diverse Entrance Facilities Internet Service: Native Ethernet 1 - 1000Mb
Voice Service: POTs, PRI, Centrex, 1MBs
Type-I Carriers: SureWest, at&t
Type-II Carriers: AT&T, MCI/Verizon, Level-3, WiTel, Sprint Qwest, Broadwing, Global Crossing

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, fresh HIPPA Compliance audit is available for inspection

Database Software: SQL Server 2000 Enterprise Edition

Web Application Software: ASP.NET Web-based application, written in .Net framework v.4.0

Platform: Windows Server 2008 Enterprise Edition

Back-ups: Daily 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. Ramp up to include incremental back up as volumes increase, fail over redundancy to offsite servers.

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.

For more information, please contact our offices at 800.522.7512 or email us at info@gofluently.com

