

# Supporting Language Access + Health Equity Throughout the Entire Patient Journey



**Marketing**  
Patient is exposed to **ads & marketing campaigns**, explores **physician directory & website**.



**Visit Prep**  
Patient downloads mobile application. Patient **receives information** regarding:

- Financial counseling;
- Registration;
- Insurance verification
- Required activities (i.e., no eating).



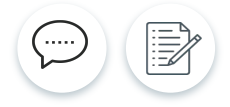
**During the Visit**  
Using an **interpreter**, the patient communicates with the provider.



**RX / Tests**  
Upon discharge, the patient receives medication instructions and any test results.



**Follow-up Care**  
The patient is able to communicate with their provider via their patient portal. They also receive any follow-up care and information on applicable patient support groups.



**Scheduling**  
Patient reviews provider options.

- **Selects a provider** who rates favorably for **Language Access**
- **Schedules appointment** via website or over the phone
- **Selects language preference;**



**Travel, Navigation**  
Patient schedules ride assistance to the visit.  
  
Patient is **greeted upon arrival** and receives documentation regarding their **right to an interpreter**.



**Check-out**  
The patient engages in administrative interactions, including **follow-up scheduling**. They also receive their treatment plan and instructions (i.e., discharge).  
  
Finally, the patient receives ride assistance home from the appointment.



**Follow-up Communications**  
The patient receives their **medical bill** and a patient satisfaction **survey request**.

Translation

Interpretation

Localization

Transcreation