

# TELEPHONIC INTERPRETATION CASE STUDY

How a medical billing services company transformed patient communications in 19 languages

## AT A GLANCE

### Challenges

- Ineffective communication with non-English speaking patients during collection calls

### Solutions

- Telephonic interpretation services
- On-demand linguistic support across 19 languages

*"In healthcare, billing isn't just about numbers, it's about people. Our client empowers hospitals to reach out early, communicate clearly, and treat patients with dignity. With instant access to interpreters, their team ensures every patient is heard and understood."*

*-Jenny Godley, Enterprise Support Manager, Argo Translation*

## OBJECTIVES

A medical billing services company needed to effectively communicate with non-English speaking patients about their healthcare bills. The company aims to collect payments while maintaining positive patient relationships, but found that language barriers prevented clear explanation of billing processes. This created frustration for both patients struggling to understand obligations and billing representatives attempting to resolve accounts.

## SOLUTIONS

Working with Argo Translation, the company implemented telephonic interpretation services that connect representatives with interpreters when needed. When representatives encounter language barriers, they access support across 19 languages including Arabic, Spanish, Mandarin, and Vietnamese. The service fits into existing workflows without requiring operational changes. Representatives can now conduct meaningful conversations with all patients, regardless of language.

## BENEFITS

### Enhanced Communication Efficiency

Argo Translation's services enable the company to explain financial obligations in patients' preferred languages. This direct communication leads to faster resolutions and improved collections. The client doubled monthly interpretation usage from 784 minutes in 2024 to 1,613 in 2025, demonstrating the service's value to operations.

### Greater Inclusivity & Patient Experience

By transforming difficult financial conversations into positive interactions, the company strengthens relationships with diverse patients. This approach gives them a competitive advantage in medical billing, where trust is essential. Healthcare facilities partnering with this company benefit from improved patient satisfaction and effective account resolution.