

Telephonic Interpretation

Patient collection calls in 19 languages, without changing the workflow.

Challenge

A medical billing services company collects payments while keeping patient relationships intact. Language barriers prevented a clear explanation of the billing process, which frustrated patients trying to understand what they owed and representatives trying to resolve accounts.

Solution

Representatives now reach an interpreter the moment they meet a language barrier, with on-demand support across 19 languages including Arabic, Spanish, Mandarin and Vietnamese. The service fits inside existing call workflows, so nothing about the company's operations had to change.

Results

Explaining financial obligations in the patient's preferred language resolves accounts faster and improves collections. Monthly interpretation use doubled from 784 minutes in 2024 to 1,613 in 2025. Difficult financial conversations became positive interactions, an advantage in a business where trust is essential.

784

MONTHLY INTERPRETATION MINUTES IN 2024

1,613

MONTHLY INTERPRETATION MINUTES IN 2025

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.

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