



TimelyCare + LanguageLine

Making Care More Accessible

To better support individuals who may not be comfortable or able to communicate with a provider in English, LanguageLine for TimelyCare allows a user to invite a trained interpreter into a virtual health session.

LanguageLine is the trusted language-access provider to top healthcare organizations throughout North America. By integrating LanguageLine, TimelyCare is able to provide access to over 11,000 on-demand interpreters who are able to speak 240+ languages.

This solution is available 24/7 for both on-demand and scheduled TimelyCare visits. It's quick and easy to invite and connect an interpreter to a session, and it removes the barrier to virtual care that many previously faced.

[Click here to view all available languages.](#)

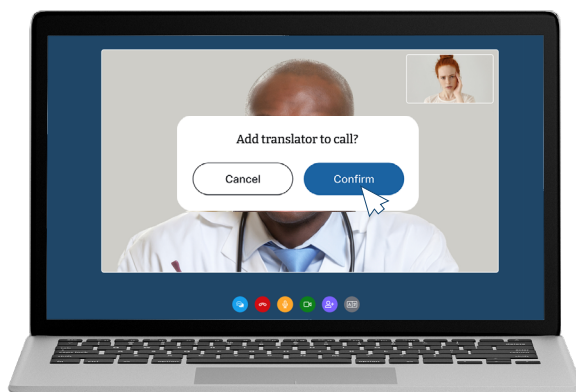
For assistance using LanguageLine in TimelyCare, call us at (833) 484-6359.

Inviting an interpreter to your session is easy

To invite a clinically trained interpreter to your virtual health session, follow these steps:

1. Start a virtual visit from TimelyCare on your computer.
2. Select the interpreter* icon on your screen.

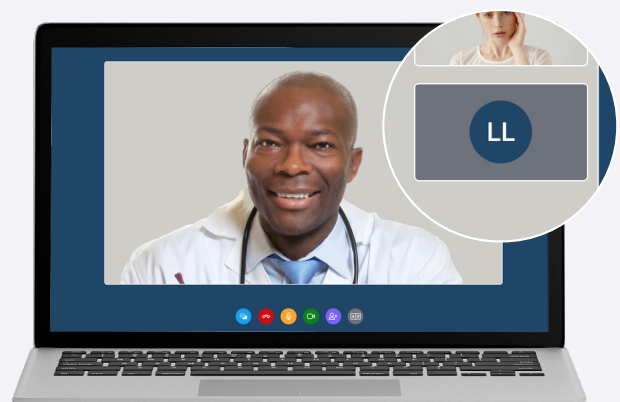
*LanguageLine is HIPAA compliant



3. A confirmation modal will pop up that will confirm you'd like to add a translator to the call. This is where you can also cancel the request for a translator.

4. Once confirmed, LanguageLine will be connected to the call.

5. After the connection, an automated voice will ask the member to say out loud the language they need a translator for.
6. Once connected your interpreter, the session will begin with your medical or mental health provider. The translator will be able to speak to both the provider and the patient.



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