ATTENTION PROVIDERS!

Is your office properly equipped to communicate with patients who have limited English proficiency (LEP)?

Do you have a plan in place?

We aren’t talking about relying on “took-two-semesters-of-Spanish” Sarah who only works on Tuesdays and Thursdays. A real plan for how to effectively communicate with all patients at any time.

If not, NICA is here to help!

With your NICA membership, you have access to LanguageLine’s complete telephonic and video interpretation services. This will give you access to certified medical interpreters and more than 240 languages with no activation fees, hidden charges or monthly minimums. Your office will only be charged the below rates when you use the services.

- **Telephonic or Audio Interpretation**: $1.10/minute
- **Video Interpreting**: $1.50/minute
- **American Sign Language**: $2/minute

Here’s how to access this exclusive members-only program:

1. Email membership@infusioncenter.org and let our team know that you would like to take advantage of the LanguageLine membership benefit.

2. We will confirm your status as a NICA provider member, and then connect you with a LanguageLine account specialist who will take you through the onboarding process and explain how to use their services.

3. Communicate with confidence and explore the other resources NICA has to offer here.