



**pacificinterpreters™**

*We understand.*

## Corporate Profile

### OVERVIEW

Pacific Interpreters™ is a comprehensive language services provider, helping to eliminate language barriers for Limited English Proficient individuals by offering telephonic interpreting 24/7/365 in over 180 languages, fast and accurate document translation, and expert consulting. Established in 1992, Pacific Interpreters prides itself on a strong customer focus, high efficiency, and outstanding customer satisfaction. The company specializes in language services for Health Care, Social Services, 9-1-1 Emergency Services, Insurance, Utilities, Government Services, Financial Services, Telecommunications, and other Call Centers. By partnering with Pacific Interpreters, you can:

- Provide equal access for Limited English Proficient individuals.
- Reduce patient/client effort and enhance satisfaction, increasing the likelihood of a positive outcome.
- Reduce risk of misdiagnosis or wrong prescriptions, and reduce the length and number of hospital visits.
- Improve first call resolution rates and lower average call handle time.
- Comply with government mandates.
- Manage cost of interpreting services through group pricing.
- Improve accountability through online and custom reporting.

### COMPANY HISTORY

Pacific Interpreters was established in 1992, in recognition of the acute need for trained, competent medical interpreters. With its commitment to service and quality interpretation, Pacific Interpreters has become a national leader in the industry.

In November 2010, Pacific Interpreters was purchased by Sterling Partners, a large private equity firm based in Northbrook, IL. As a full-service national interpreting, translation, and consulting service provider, Pacific Interpreters has grown steadily and consistently. Today it offers a wide range of services in more than 180 languages through its two call centers in Nebraska and Oregon, operating headquarters, and vast domestic and international interpreter resources.

In 2011, Pacific Interpreters was ranked among the world's Top 50 Language Service Providers by Common Sense Advisory, an independent market research firm. The company serves customers across the United States and Canada, including two-thirds of the major healthcare institutions named to the Best Hospitals Honor Roll by U.S. News and World Report for each of the past three years.

### COMPANY AT-A-GLANCE

#### NAME

Pacific Interpreters, Inc.

#### SERVICES

Telephonic Interpreting  
Document Translation  
Interpretation Program Consulting

#### FOUNDED

1992

#### CEO

Peter Harris

#### WEBSITE

[www.pacificinterpreters.com](http://www.pacificinterpreters.com)

#### CORPORATE HEADQUARTERS

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Suite 200  
Portland, OR 97205

#### MEDIA CONTACT

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### CUSTOMER FOCUS THAT STRESSES QUALITY

In support of its strong customer focus, Pacific Interpreters recruits only highly-qualified interpreters. Applicants must pass a criminal background check; meet stringent qualification requirements including interpreting experience and demonstrated industry knowledge; pass rigorous skills screening; commit to a Code of Ethics, Standards of Behavior, and Confidentiality Pledge; and comply with HIPAA requirements.

Pacific Interpreters qualifies interpreters based on strict company-established criteria, adapted and upheld by the most current industry standards recommended by the National Council on Interpreting in Health Care (NCIHC), the International Medical Interpreters Association (IMIA), the California Healthcare Interpreting Association (CHIA), and the American Council on the Teaching of Foreign Languages (ACTFL).

The company continually monitors its services to assure customers that their patients/clients are provided with accurate, professional, and timely language interpreting. Monitoring includes random daily call monitoring of interpreters, telephonic interpreting skills evaluation, daily reports, customer service performance evaluations, and call quality evaluation—including technical issues. Pacific Interpreters utilizes a Voice of the Customer software database to log, track, and resolve any customer concerns in a timely manner.

### STATE-OF-THE-ART TECHNOLOGY

Handling more than 15,000 daily interpreting calls, Pacific Interpreters' multiple call centers are state-of-the-art communications facilities that have the capacity and scalability to support aggressive call volume growth in future years. The company monitors a variety of metrics to anticipate potential problems, including weather events that might affect staffing or volume surges, immigration and refugee dynamics, CDC bulletins, and more.

Pacific Interpreters' system and data redundancy, disaster recovery protocols, and fail-safe systems all ensure the highest-quality service under the most adverse circumstances.

### SUMMARY

Pacific Interpreters is committed to providing unparalleled language access services. To make this commitment a reality, the company utilizes highly-qualified interpreters, constant call monitoring, advanced technology, and expert staff members who are passionate about providing equal language access to the Limited English Proficient population. Like our customers, Pacific Interpreters strives to provide the best possible customer experience. **We understand.**

### SOCIAL RESPONSIBILITY

Pacific Interpreters strives to maintain a comprehensive approach to social responsibility, supporting a number of non-profit organizations that work toward improving the language services industry and local community.