

# A New Era of Patient Access Powered by On Demand Translation



## Advocacy in Action

*Fetch* delivers care instructions in every language—helping providers improve understanding, reduce readmissions, and achieve measurable ROI across care settings.

- 70% reduction in translator-related administrative time
- Real-time translation of patient-facing documents before discharge
- Unified dashboards for compliance, cost, and performance metrics
- Improved experience for LEP patients and care teams
- Enhanced Title VI, Section 1557, and Joint Commission compliance



## Ensuring Care Speaks Every Language?

Every patient deserves to understand their care. But when discharge instructions are only available in English, non-English speakers face higher risks of complications and costly readmissions.

Built with The Language Group, Fetch integrates directly with EHR systems like Epic to deliver real-time, clinically reviewed translations before patients leave the room.

By combining AI-powered translation with human oversight, our patent-pending solution ensures accuracy, compliance, and compassion—turning a regulatory requirement into a strategic advantage for hospitals and health systems.

## The Cost of Misunderstanding

One large integrated health system found that lack of translated discharge instructions drove readmissions and unnecessary expenses across 150–200 daily LEP visits.

### ROI Examples

- **Daily Visits:** ~150-200 Spanish-speaking patients
- **Re-admittance Rate:** 14%
- **Cost per Re-admittance:** \$15,200
- **Annual Savings:** ~\$4.6 million
- **Scalable Solution:** Designed for rapid adoption across healthcare providers

## Trusted Federal Partner. Proven Results.

Commence powers mission-critical programs for CMS, the VA, DHA, and more—delivering performance beyond the scope.

### Payment Accuracy

- \$165M+ recovered for CMS
- \$4.60 returned per \$1 spent

### Patient Advocacy

- 60% of Medicare population supported
- Faster issue resolution, cultural competency

### Medical Review

- 500 clinicians, 54 specialties
- Hundreds of thousands of annual reviews

### Care Access

- Multilingual outreach, real-time support
- Better navigation for underserved groups

### Data Transformation

- 8M+ pages processed daily
- Structured data, reduced burden, better access