

How Axiom Medical increased foreign language case management by 1650% in one month

Overview



Axiom Medical is a Texas-based medical case management organization, providing complete occupational health services for the total life cycle of its clients' employees. In April 2020, during the COVID-19 pandemic, Axiom recognized an immediate need for contagious respiratory illness assessments and developed a Rapid Response solution to screen employees who were experiencing symptoms or had exposure to an infectious disease, and, for confirmed cases, manage any subsequent absence from and safe return to work. Axiom saw its foreign language medical case management load increase by 1650% in the first month after signing one of the largest U.S. food producers as a client. SpokenHere's remote interpreting service team played a vital role, facilitating effective communication in 65 languages, and easily handled the increased demand while maintaining an extremely high level of quality and service.

Challenges



LARGE INCREASE IN CASE CALL VOLUME



VERY SHORT LEAD TIME TO IMPLEMENTATION



3X MORE LANGUAGES NEEDED



MAINTAIN VERY HIGH LEVEL OF CUSTOMER SATISFACTION

What Makes SpokenHere Different

- Instant onboarding and free, customized training
- Dedicated account manager providing personal care
- HIPAA trained and certified interpreters
- Relentless push to drive client ROI

Results

1650

Percentage increase in number of case management calls requiring foreign language interpreters in one month period.

1 Week

Lead time SpokenHere had to prepare for the onboarding of Axiom's new, large client.

+43

Number of new languages for which Axiom needed remote interpreter coverage.

99.2%

Axiom's customer satisfaction rating with SpokenHere interpreters after huge surge in call volume.



About SpokenHere

SpokenHere delivers quality translation, interpreting and voiceover services in more than 200 languages. We apply our expertise in foreign languages to help businesses build better relationships with the people they value most. Hundreds of companies in the healthcare space rely on our remote interpreting service to provide their Limited English Proficiency (LEP) patients with improved care and better outcomes.