

INOVA Health System and Language Line Services Educational Forum

June 1, 2007

Inova Health System and Language Line Services invite you to a FREE Educational Forum, to address the rapidly diversifying patient population of Northern Virginia. Providers can learn the most current legislative, regulatory and trending information as well as identifying model programs and practical tools for staff members to use while providing care that is linguistically appropriate and culturally sensitive.

The Educational Forum includes:

- Valuable sessions on the latest trends and developments in language interpretation presented by industry trainer and subject matter expert Cindy Roat, MPH.
- Technology advances for Language & Cultural Access, Dr. Charles Lee, MD. President and Founder, PolyGlot Systems, Inc. will demonstrate a new technology-based solution to improve access where current gaps exist
- How Video Interpreting is improving access and patient satisfaction, Jonathan Hirsch, Holy Name Hospital
- Implementing and Integrating language services within your organization, Tina M. Arcidiacono, MBA/HCM Manager Patient Relations, South Jersey Healthcare
- Organizational model and Best Practices in Cultural Competence for the Community Health Division, Martine Charles, MPH Director, Cultural Competence, Inova Health System
- An open panel discussion with the audience, speakers and language interpretation experts will conclude the event.

REGISTRATION:

Space is limited for this FREE Forum so please register no later than May 25th to join us for a complimentary continental breakfast and lunch on Friday June 1st, from 8:30 A.M. to 3:00 P.M. in Fairfax, VA. For more information, please contact: DAVID PALMER, Health Care Marketing Director, Language Line Services, email dpalmer@languageline.com