

Supporting Multilingual Patients Through Smart Translation Technology

A guide for healthcare leaders navigating language access in diverse clinical settings

POCKETALK™

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1.0



Secure, Scalable, and Patient-Centered: Meeting the Language Needs of Today's Diverse Healthcare Environments

As healthcare providers across the country care for increasingly diverse patient populations, the need for effective, scalable, secure language access solutions has never been more urgent. Healthcare systems face growing demands to ensure language access at every touchpoint, both in and out of the clinical setting. Language access is not a peripheral concern—it is central to all aspects of the patient experience including clinical quality, patient safety, compliance, and operational excellence. Hospitals and clinics must ensure that every patient, regardless of language, can understand and be understood throughout their care journey.

For healthcare organizations, that means adopting tools that empower staff to communicate confidently and efficiently with patients and families who are not fluent in English—whether in urgent situations or low-level interactions. Because healthcare institutions operate under the highest standards for device sanitation and data security, implementing any new tool requires thoughtful evaluation

This white paper is designed to help healthcare leaders evaluate translation solutions that meet the rigorous standards of data security, while also being easy to implement across every department that may interact with patients and their families, not just care teams.

› The Pocketalk Team

25 million

U.S. residents—approximately 9% of the population—report speaking English "less than very well," indicating limited English proficiency (LEP)[1]

20%

Improvement in health outcomes by providing language access services to LEP patients[1]

1 Language Connects Foundation

2.0

Security & Data Protection



When selecting a translation tool, there are two important elements to evaluate:

- How secure is the device or application and was the user interface built to keep conversations secure?
- What are the data protection policies of the company?

2.1 Device Security

We've heard this many times before: "Isn't this the same as using Google translate on your cell phone?" The short answer is no.

Using a cell phone or Google Translate in a healthcare setting can lead to distractions, inaccurate translations, and privacy concerns.

Similar to the cell phone example, it's critical that a translation device is built to protect privacy. Here's what to look for:

- **Are translations stored on the device?** Does the device or app retain a history of translated conversations, or is each session erased after use?
- **Can conversation history be hidden or deleted?** Does the device or app allow users to clear past translations to maintain privacy between interactions?
- **Does the device or app display past translations on the screen?** Can users control whether previous translations remain visible or disappear after a set period?
- **Are translations accessible to administrators or third parties?** Does the provider have access to translation data for analytics or AI training?
- **Is there a way to disable or restrict features for added security?** Does the device have privacy controls like a lock screen or PIN requirements? Can organizations manage device or app settings to limit access to stored translations or prevent unauthorized use?

Security Features Checklist

- ☐ **No automatic storage of translations:** Conversations should disappear after use.
- ☐ **User-controlled history:** The ability to delete or hide translations as needed.
- ☐ **Data privacy protection:** Your data is never used to train AI or shared—ensuring privacy and security.
- ☐ **Admin privacy controls:** IT teams should be able to manage settings, restrict access, or remotely wipe devices if lost.

"When nurses or MAs are busy rooming patients and getting them checked in. Pocketalk has been able to substitute our need to pull in a translation phone or pull one of our Spanish speaking staff from their duties just to translate for us. Pocketalk has literally been a life saver."

2.2 Data Privacy Protections

After evaluating the device security features, it's equally important to understand a company's data privacy protections.

When evaluating data privacy, here are questions to consider:

- **Where is translation data stored?** Does the device or app store, transmit, or retain conversation history?
- **Is data encrypted?** Does the device or app use end-to-end encryption to protect sensitive communications?
- **Does the device or app require an account login or personal data?** Can users access translation features without creating an account that collects personal information?
- **What security certifications does the product have?** Has the device or app been assessed by third-party organization for compliance with privacy regulations (e.g., HIPAA, GDPR)?
- **Can administrators control device or app settings?** Are there tools to manage security settings, remote lock/wipe capabilities, or user access at the district/enterprise level?

Privacy Features Checklist

- ☐ **No data storage.** Conversations should not be stored or accessed by the provider.
- ☐ **End-to-end encryption.** Ensures secure communication.
- ☐ **No personal accounts required.** Reduces exposure to data collection.
- ☐ **Third-party security certifications and privacy compliance.** Validates adherence to privacy standards such as HIPAA and GDPR.
- ☐ **Device and app management.** Allows IT administrators to monitor security and disable lost or stolen devices.

Pocketalk's Approach: Security and Data Protection

Pocketalk is designed with privacy-first technology, ensuring that translations remain secure and confidential. Unlike consumer translation apps or other devices that may store and analyze data, Pocketalk prioritizes real-time translation without retaining conversation history, unless enabled by the user or administrator.

No Automatic Storage of Translations	By default, Pocketalk does not store or log any translated conversations. Once a translation session is complete, the text disappears from the device or app, eliminating any risk of sensitive information being saved or accessed later. This ensures that every interaction remains private, whether in a classroom, healthcare setting, or law enforcement scenario.
User-controlled History	Users have full control over their translation experience. Translation history can be deleted, never stored, or retained, depending on the setting. Unlike competitor devices or free apps that may store past translations, Pocketalk allows users to clear the screen and move seamlessly between conversations without keeping a record. This feature is essential in maintaining privacy for sensitive discussions.
Admin Privacy Controls	With Ventana, Pocketalk's secure administrative panel, organizations can enforce security policies at scale. Administrators can: Remotely wipe or lock lost devices to prevent unauthorized access; Manage user settings to ensure compliance with privacy regulations; Monitor usage trends without accessing individual translation data, ensuring security without compromising functionality.

Our Certifications

Pocketalk is the **only translation solution that offers enterprise-grade security controls** while delivering instant, high-quality translations. Whether in schools, hospitals, or public safety environments, Pocketalk ensures that every conversation stays confidential and protected. Pocketalk security compliance includes: GDPR, HIPAA, ISO 207001, ISO 27017, iKeepSafe.

3.0

App and Device Management

As language diversity continues to grow, organizations must adapt to meet the needs of multilingual communities.

1 in 10

working-age U.S. adults—19.2 million individuals aged 16 to 64—is considered limited English proficient (LEP)[1]

1 Brookings

3.1 App and Device Deployment

Deploying translation apps or devices across an organization requires a solution that is quick to implement, easy to configure, and scalable. Whether rolling out a handful of devices or hundreds across multiple locations, decision-makers should look for:

Simple onboarding.
Devices should be ready to use out of the box with minimal setup, and apps should be easily deployed through app stores like Managed Google Play or Apple Business Manager.

Remote configuration.
IT teams should be able to pre-configure devices before deployment, ensuring consistency across all users.

Bulk deployment capabilities.
Organizations should have the ability to deploy and update multiple settings across multiple devices and apps at once, reducing administrative workload.

A well-planned deployment ensures translation tools are available where and when they're needed, minimizing downtime and maximizing impact from day one.

3.2 App and Device Management

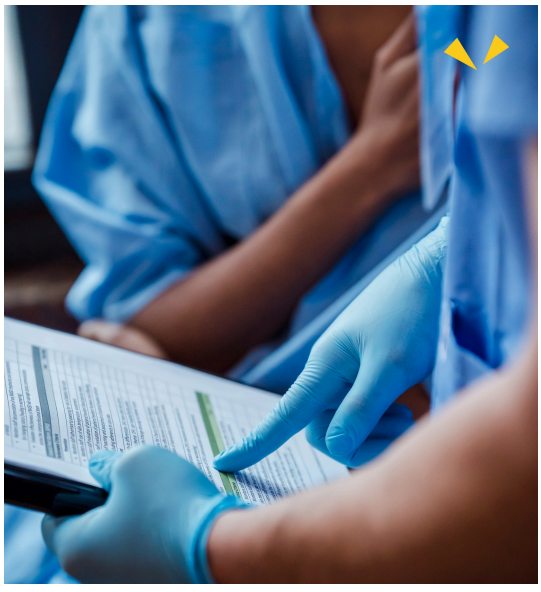
Once translation devices are in use, centralized management is essential for maintaining security, compliance and efficiency.

Remote Monitoring. Can administrators track app/device status, translation data, and languages used in real time?

Security Controls. Are there features to lock apps or wipe lost or stolen devices to prevent unauthorized access?

User Access Control. Can permissions be managed to ensure the right people have access to the right tools?

A strong device management system reduces operational friction, ensures compliance with security protocols, and allows organizations to respond quickly to any issues.



3.3 Analytics & Reporting

Once translation devices are in use, centralized management is essential for maintaining security, compliance and efficiency. Organizations should consider:

Usage Trends
How often are translation devices used? What locations or departments rely on them the most?

Language Needs.
Which languages are most frequently translated? Are additional resources needed to support specific language groups?

Operational Efficiency.
Are devices and apps being used effectively, or are there gaps in deployment that need to be addressed?

By leveraging **data-driven insights,** organizations can make **informed decisions,** ensure resources are allocated effectively, and continuously improve communication strategies.

Pocketalk's Approach: How Ventana Transforms Translation Management

Ventana is Pocketalk's centralized administrative panel, designed to give organizations full control, security, and insight over their translation solutions. Whether managing a few apps, an entire fleet of devices, or a combination of hardware and software, Ventana ensures seamless oversight, compliance, and operational efficiency for organizations across education, healthcare, law enforcement, and enterprise.

Ventana simplifies the deployment and management of Pocketalk devices and apps by allowing administrators to:

- Group devices by team, department, or location
- Bulk set-up enterprise Wi-Fi networks
- Lock missing or stolen devices remotely
- Adjust device features, like camera access
- Ensure consistency in translation access and device settings across an organization

Ventana goes beyond translation—it provides real-time insights to help organizations optimize communication strategies and improve accessibility. Administrators can access:

- Total solutions registered (devices and apps)
- Translation volume (weekly, monthly, or yearly)
- Device activity and status
- Most frequently translated languages
- Exportable time-stamped log data for reporting and compliance



Built for Security & Compliance
Pocketalk prioritizes data privacy, and Ventana enhances that security. Unlike consumer apps that store conversations, Pocketalk devices and the Pocketalk Enterprise App have history saving set to off by default, ensuring that conversations remain private. For industries requiring strict reporting, such as healthcare and legal systems, Ventana enables secure transcript exports with time-stamped translation logs to meet compliance requirements.

4.0

Translation Quality & Accuracy

Language translation is more than just converting words from one language to another—it requires understanding nuance, context, and cultural differences. A truly effective translation solution must account for regional dialects, industry-specific terminology, and everyday slang to ensure clear and accurate communication.

4.1 Evaluating Accuracy

To evaluate the quality of a language translation tool, look for the following features:

Multiple Translation Engines. A diverse set of translation engines ensures a higher degree of accuracy across various languages and contexts.

Contextual Understanding. The tool should be capable of interpreting not only the direct meaning of words but also the surrounding context, including idiomatic phrases, slang, and cultural nuances.

Dialect and Regional Variations. Accurate translation should take into account regional dialects, variations in vocabulary, and local expressions to ensure the message resonates with the intended audience.

Reverse Translation. The option to verify translations through reverse translation, which ensures accuracy and provides clarity on intent.



92+

Pocketalk translates 92+ different languages

> Before we started using Pocketalk, it felt like there was a wall between us and members of our community who speak different languages. We just couldn't connect with them in a meaningful way. Now, that wall has come down, and we can listen to and help every resident in our city. It's been a **game-changer** for making sure everyone is included and understood."
> - Colin, Massachusetts

4.2 Evaluating Quality

In addition to the core features of a translation tool, decision-makers should also consider the following business aspects that can help validate the quality and reliability of the product:

Reputable Parent Company
A strong, established parent company with a history of success in technology or language services provides assurance that the translation tool is backed by expertise and resources.

Industry Recognition and Awards
Awards from reputable organizations, such as innovation or best product recognitions, demonstrate that the product has been recognized for its quality and impact in the industry.

Case Studies and Testimonials
Real-world examples from reputable industries and leaders.

Independent Reviews and Comparisons
Reviews from unbiased third parties or comparisons to other tools in the marketplace give an objective view of the product's strengths and weaknesses.

Pocketalk's Approach: Accuracy

Pocketalk is built on the foundation of precision and reliability, ensuring every translation captures the full meaning of a conversation. Unlike many translation tools that rely on a single engine, Pocketalk integrates multiple industry-leading translation engines, dynamically selecting the best option for each language pair. This approach enhances contextual accuracy, including slang, regional dialects, and industry-specific terminology.

Additionally, Pocketalk's reverse translation feature allows users to verify translations in real-time, reducing misinterpretation and ensuring clarity. With ongoing updates and expert-backed AI refinements, Pocketalk continuously improves its translation quality, making it the trusted choice for businesses and institutions worldwide.



5.0

Ease of Use

You may have many reasons for seeking a translation technology solution. Your business might require fast and accurate communication, but traditional translation services have become too costly. Or perhaps you want to create a more inclusive environment for the diverse individuals you serve. **Whatever the reason, one thing is clear: The solution you choose must be reliable and easy to use.** If a device is too complicated, slow, or difficult to implement, it won't serve its purpose—no matter how advanced the technology. A truly effective translation tool should integrate seamlessly into daily operations, ensuring accessibility for all users. Here's what to look for:

5.1 User Experience & Accessibility

One-touch activation. Can users quickly activate and use the device or app in fast-moving situations?

Accessory-free operation. Does the device require hardware, like earpieces, to facilitate the translation? How many steps are required for both users to make before translations can occur?

Intuitive interface. Is the device or software simple to navigate without extensive training?

Multilingual user interface. Is the interface accessible for non-native-English speakers or those with limited tech experience?

5.2 Deployment & Setup

Plug-and-Play Functionality. Can the tool be used immediately without complex installation or setup?

Minimal IT Support Required. Is the solution easy to roll out across an organization without the need for dedicated IT personnel?

Scalability. Can it be easily deployed across multiple locations or teams?

5.3 Device & Software Management

Battery Life & Portability. Does the device last for extended use and work well in the field?

Network Flexibility. Can it function with both Wi-Fi and cellular data, offering the flexibility of a reliable connection?

Device Security. Does the device restrict users from installing unauthorized software or adding external inputs, reducing the risk of security breaches and malware?

Pocketalk's Approach: Ease of Use

Pocketalk is designed to provide instant, accurate translations without complexity, ensuring seamless communication in any environment. Whether in fast-moving situations or daily operations, Pocketalk prioritizes user-friendly functionality so that anyone—regardless of technical experience—can communicate effortlessly.

6.0

Understanding Costs

Investing in a translation solution involves more than just the initial purchase price. Organizations should consider ongoing expenses such as connectivity, data usage, and operational costs compared to traditional translation services.

6.1 Understanding Wi-Fi & Data Costs

Many translation hardware solutions require internet connectivity to provide real-time, high-quality translations. Organizations should evaluate whether a solution relies on Wi-Fi or cellular data. Hidden costs, such as international roaming fees or expensive data plans, can add up quickly.

6.2 Device & App Compared to Traditional Translation Solutions

Traditional translation services, such as hiring interpreters or using call-in services, can be costly and inefficient—especially for organizations that require frequent or on-demand translations. A dedicated translation device or app offers a scalable alternative, reducing the need for third-party services while providing instant communication.

6.3 Risks of Going Without

Additionally, the risks of not having a reliable translation tool should be factored into the decision-making process. Untranslated conversations can carry significant consequences, especially in high-stakes environments. Below are key cost considerations when evaluating translation solutions.

Failing to invest in a reliable translation solution can lead to miscommunication, operational inefficiencies, and even legal or compliance risks in certain industries. When assessing costs, organizations should consider not just the price of a device and app subscription but the potential financial and reputation risks of not having an effective translation tool in place and leaving critical conversations untranslated.

Pocketalk's Approach: Translation Cost Savings Calculator

Pocketalk unlocks previously untranslated conversations, empowering organizations and individuals to communicate seamlessly and confidently across languages. With Pocketalk, you can significantly reduce costs compared to traditional translation services, eliminating per-minute charges and making translation accessible at a fraction of the cost. **Calculate your cost savings here.**

7.0

Artificial Intelligence (AI)

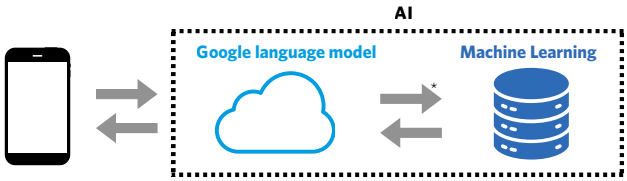
Artificial intelligence (AI) is transforming language translation, but not all AI-powered tools are created equal. While AI can improve accuracy and efficiency, it also raises concerns about data privacy, security, and ethical use. Here's what you should consider:

How AI is Used. Is the tool leveraging AI for real-time translation, predictive text, or machine learning improvements? Understanding its role helps determine how your data is handled.

Data Privacy & Security. Many AI-powered translation tools store user data to improve their models. Ensure the service provider offers end-to-end encryption and does not use your private data to train public AI models.

Transparency & AI Ethics. Ensure the AI provider is transparent about how their technology works, what data is stored, and whether translations are shared to improve external AI models.

Other providers



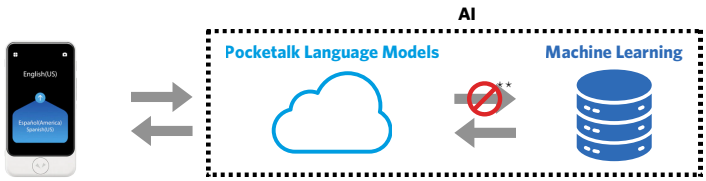
*Data is stored and used to improve AI models, leading to privacy and security risks.

UNSECURE

Consumer translation tools like Google often lack clear data policies, leaving it unclear who can access your information or how it's used.

Your data may be stored and used to improve the model, creating potential privacy and security risks—especially when dealing with confidential conversations.

Pocketalk's sophisticated, secure and immediate translation solution



**Pocketalk pulls from a variety of language models to find the best translation, but does not use your data to train the AI models.

SECURE

Pocketalk has strict data protection agreements (DPAs) with all partners so your data is **not** used to train AI models.

All data, whether in transit or stored, is encrypted. It is **not** visible to the rest of the department or to Pocketalk.

Pocketalk uses AI to remove filler words and pauses, creating smooth and accurate translations without compromising data security.

Pocketalk's Approach: Accurate AI Without Compromise

Pocketalk uses AI to smooth translations by filtering out filler words and auditory pauses, ensuring clear and accurate communication. However, Pocketalk does not store, retain, or use translations to train external AI models, making it a secure solution for businesses handling sensitive information.

8.0

Federal Compliance & Language Access Standards

Under Title VI of the Civil Rights Act of 1964 and Section 1557 of the Affordable Care Act, healthcare organizations must provide meaningful access for individuals with Limited English Proficiency (LEP). These regulations prohibit discrimination based on national origin—including language barriers—and require reasonable steps to ensure effective communication in every patient interaction.

Pocketalk enables hospitals to meet these mandates by providing a HIPAA-compliant, auditable translation platform that complements interpreter services, ensures immediacy, and expands equitable communication across the enterprise. When incorporated into a hospital's Language Access Plan (LAP), Pocketalk supports compliance, efficiency, and consistent documentation.

8.1 Federal Guidelines for Language Access

The U.S. Department of Health and Human Services (HHS) and Office for Civil Rights (OCR) define meaningful access as providing timely, accurate, and appropriate language assistance.

OCR recognizes that covered entities may use qualified bilingual staff, technology-based translation, or certified interpreters as part of a layered access framework—provided methods are secure, accurate, and subject to oversight.

Key Principles		
Timeliness Communication tools must be readily available to prevent care delays.	**Accuracy** Translations must convey meaning faithfully; tools with reverse-translation and audit capability strengthen reliability.	**Oversight** Administrators must maintain audit trails and confirm staff proficiency.

Pocketalk + Ventana meet these standards through encrypted, time-stamped translation logs and administrative dashboards that document compliance actions.

8.2 Pocketalk's Role in Compliance

Pocketalk is a recognized, compliant method for communication across healthcare environments. It supports hospitals by delivering:

Instant Access
Two-way translation in 80 + languages, reducing dependence on interpreter scheduling.

Human Oversight
The Ventana MDM platform records each translation event and enables enterprise-wide review.

Reverse Translation Verification
On-device and in-app checking confirms accuracy and mutual understanding.

Data Protection
Fully encrypted, never stored or shared; certified to HIPAA and ISO 27017 standards.

Enterprise Equity
Extends access beyond clinical teams to registration, billing, dietary, environmental, and safety staff, satisfying OCR's expectation for organization-wide accessibility.

8.3 Best Practice Integration

Hospitals should embed Pocketalk as a core resource within their Language Access Plan:

1. Policy Inclusion
Identify Pocketalk as an approved communication technology in the LAP.

2. Training and Governance
Train staff on responsible use, privacy, and escalation for high-risk clinical discussions.

3. Documentation & Audit
Use Ventana analytics to record activity and demonstrate "reasonable steps" compliance.

4. Interpreter Integration
Continue using certified interpreters for consent or complex care conversations, while relying on Pocketalk for ongoing operational and clinical-support communication.

8.4 Compliance Summary

Pocketalk delivers a secure, auditable, and legally compliant language-access framework consistent with Title VI and Section 1557. Its immediacy, oversight, and encryption capabilities enable meaningful access at every point of contact—without dependence on interpreter availability.



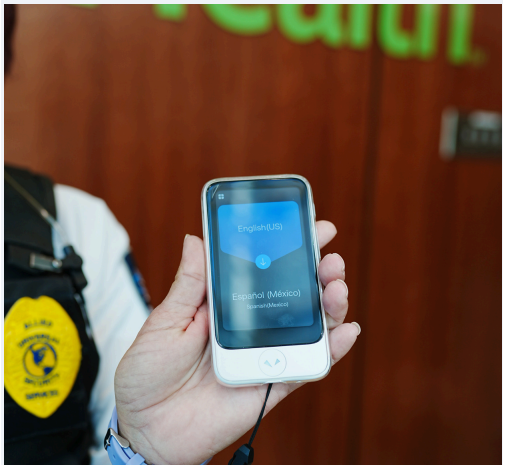
"When it comes to the growth of AI in healthcare, we don't want to punish people who are trying to do the right thing."
— Dr. Mehmet Oz, Administrator, Centers for Medicare & Medicaid Services (CMS)

9.0 Use Cases Accross the Healthcare Continuum

Language access is an enterprise responsibility. Every department that interacts with patients, families, or visitors contributes to safety, equity, and patient satisfaction. Pocketalk equips all staff —from clinical care to facility operations—with secure, accurate translation capabilities that strengthen compliance and communication organization-wide.

9.1 Front-End Operations

Intake & Registration:
Collect demographics, verify insurance, and obtain consent accurately.
Billing & Revenue Cycle:
Explain statements, payment options, and coverage responsibilities.
Information Desk & Wayfinding:
Provide clear directions and general assistance.
Security & Parking Attendants:
Maintain safety and courtesy in high-traffic areas.
Volunteers:
Support guests and families while ensuring consistent, inclusive communication.

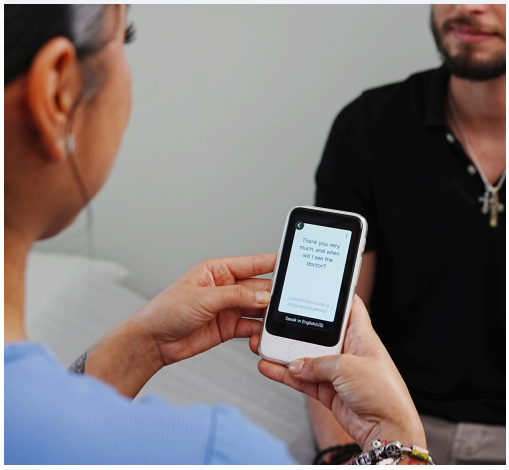


9.2 Clinical & Ancillary Teams

Practitioners & Nurses:
Communicate clearly during rounds, discharge teaching, and follow-up instructions.
Emergency Department:
Enable rapid, accurate dialogue during triage and stabilization.
Pre-Op & Surgical Teams:
Confirm identification, allergies, and procedure information prior to anesthesia.
Pharmacy:
Review medication usage and dosing to improve adherence.
Radiology & Imaging:
Explain positioning, safety, and follow-up requirements.
Mother/Baby & Pediatrics:
Support family teaching and postpartum education.
Spiritual Care:
Facilitate compassionate communication in emotional or end-of-life situations.
Technology & In-Room Support:
Assist with TVs, phones, Wi-Fi, and nurse-call systems to preserve comfort and connection.
Executive Rounding:
Enable leadership and administrators to communicate directly with LEP patients during rounding, gathering feedback, and improving patient-experience equity.

9.3 Support & Facility Services

Food & Nutrition Services:
Discuss menus, restrictions, and allergies safely.
Patient Transport:
Verify patient identity and destination during transfers.
Environmental Services (EVS):
Communicate respectfully while cleaning rooms and explaining safety or infection-control steps.
Wayfinding & Parking Operations:
Provide clear, reassuring directions from arrival through discharge.
Your Own LEP Employees:
Empower internal staff who need translation assistance, promoting equity and safety within the workforce.



9.4 Enterprise Oversight

The Ventana platform gives administrators visibility into translation frequency, departmental usage, and language trends. This data supports audits, verifies compliance, and identifies opportunities for targeted staff education or resource allocation—turning language access into a measurable quality metric.



Final Thoughts

We hope this guide has provided valuable insights on how healthcare organizations can assess and select the right translation tools. By eliminating language barriers in a cost-effective and efficient manner, healthcare providers can offer faster, more accurate care—while enhancing trust and communication with patients.

At Pocketalk, we are dedicated to delivering practical, secure, and scalable solutions that empower healthcare professionals at every touchpoint—whether they are providing emergency care, building long-term relationships with patients, or simply striving to improve the patient's experience.

If you're interested in learning more or exploring how other healthcare organizations are utilizing Pocketalk, we encourage you to check out our case studies and resources. Should you have any questions or ideas, we'd love to connect—collaboration and innovation are key to how we support those who care for others.

› The Pocketalk Team

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