

From: Keel, Debbie
To: Waters, Kristy
CC: James, Wes
Sent: 11/18/2009 2:57:49 AM
Subject: RE: Call Center and Possible Translator Services

Kristy, glad you are exploring this. But Joint Commission requirements now say that all translators used for patients must be certified in medical translation. There are many companies who do this, one which we used at FVRH (which had lots of language issues). If we think we can get Clinica to send us the business and we can get the translation services elsewhere, I'm all for it. I agree with your assessment of the way they hold us hostage and don't like it. Wes is working to reassess this line of business in the overall, including the NICU spin off. But backfilling these admits and the EBITDA, small as it may be, probably can't happen for a while, though we probably need a plan.

-----Original Message-----

From: Waters, Kristy
Sent: Tuesday, November 17, 2009 3:48 PM
To: Shaw, George; Hastings, Elaine1; Keel, Debbie; James, Wes
Subject: FW: Call Center and Possible Translator Services

FYI—I brought this possibility up to Dr. Newman during our Ops Meeting today. It may be a way to gain translation services internal to our company, though not a replacement for Clinica, it could start laying the groundwork for an eventual exit strategy for Clinica. Dr. Newman was supportive of exploring and with the demographics of the employee base under the Call Center, we may get a positive response.

Will let you know what we get back.

From: Waters, Kristy
Sent: Tuesday, November 17, 2009 2:45 PM
To: Rubio, Doris
Cc: McVittie, Vincent
Subject: Call Center and Possible Translator Services

Doris,

In reviewing our current contracts with Clinica, a service that provides translator services and additional services geared towards our Hispanic patient base in Hilton Head and Atlanta, the opportunity to look at a consolidated service becomes apparent. Does the Tenet Call Center have the ability to provide translator services for patients that are presenting in our Emergency Rooms? Would the same be available for patients that are scheduled for surgery?

Do you see this as a possible expansion of services that the Call Center could offer?

Please let me know your thoughts and thank you in advance.

Kristy L. Waters

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