

SOS Infomondo

Foreigners, tourists and immigration in Italy keep growing daily. This generates a need for ever improving services to be delivered in emergency situations. Doctors are faced with patients from different nations, languages and cultural habits.

Therefore, **Colloquia Multimedia** has developed an innovative approach to **the intercultural and linguistic** solutions called **SOS Infomondo** to be applied in Hospitals, Healthcare facilities and family doctors to be applied when communicating with Limited Italian Proficiency patients.

Multilingual Emergency Specifications

SOS InfoMondo is a dedicated service of **Telephone Interpreting** using a Multilingual Call Center staffed by international operators supplying information and assistance to the doctors.

Colloquia Multimedia supplies special sets of **Speakerphones or Cordless telephones with dual handsets** to be used by doctors and patients when calling an interpreter.

Basic Service

- Basic configuration includes 5 languages: **English, French, Spanish, Arabic and Chinese.**
- **Colloquia Multimedia** will supply 3 sets of dual handset telephones or dual handset cordless phones.
- The operating hours are:
Monday–Friday 9:00 AM to 5 PM
- 1 year contract



Options

- Service options for **SOS InfoMondo** telephone interpreting service include **7/24/365** operation.
- **Extra Languages** : Portuguese, Albanian, German, Bangla, Punjabi, Rumenian, Russian

Advantages

- **Plug & Play operation;**
- **No more language barriers with your foreign patients;**
- **60 seconds max. waiting time to get an interpreter answering your call;**
- **Higher service level (perceived and delivered)**