Phrazer/Kitsune is capable of serving all of the health system's language needs from the award winning platform.

Included CITE Engagements

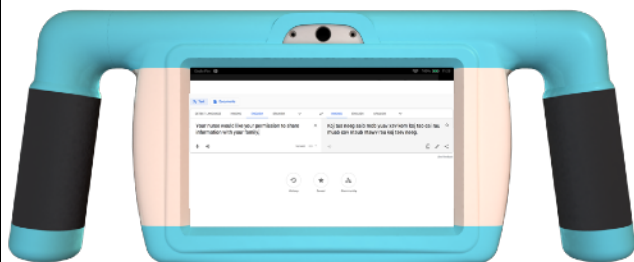**C**ommunication and **I**nformation **T**heory **E**mpowered engagements leverage the novel, validated CITE methods for the highest quality, accuracy and value interchange.

All medically vital, EMR matched and assistive interactions are included with the CITE engagements, in 95%+ of all languages your medical system experiences. From history suites, to consents, to medication reconciliation and even highly sophisticated Shared Decision Making engagements, CITE interactions will yield record 99.9% accuracy, from patient direct to chart. These features are included standard with all subscriptions.

Also foundational to CITE Engagements is the patented CITE Map. This engine tightly identifies patient's home origin, language, dialect, culture and when coupled with the identity engagement, it provides additional details such as faith, self identity, personal preferences and more. All language/culture services and features benefit from the CITE Map.

Free Live Augmented Machine Translation

The included machine translation is available for 100s of languages. Patients can type or speak messages in their native language and the results are shared in the preferred language of the staff. This feature is also capable of supporting realtime interactive discussions, both in-person and virtual.

The machine translation entire experience is augmented with the CITE interface, CITE Map and, where applicable, associated CITE engagements to provide an additional level of accuracy, efficiency and positive user experience.

Live Human Language Service Features

Direct CITE Augmented Live Translation

Phrazer/Kitsune includes video conferencing features that can be utilized with a medical system's own favorite staff interpreters or through expert interpreters from GeaCom. To leverage this onboard feature your translators simply need a modern computer, tablet or designated Phrazer/Kitsune with a reliable network connection to serve the patient translation needs.
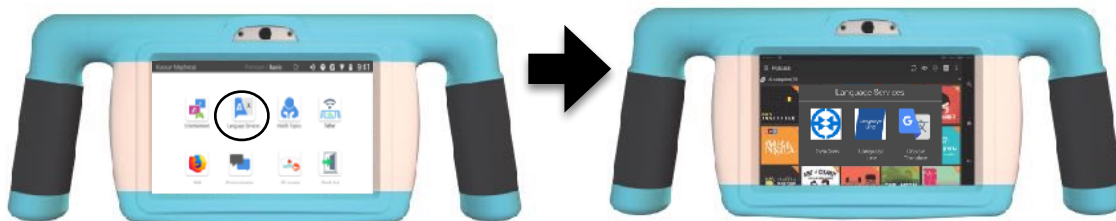
This interface leverages CITE data features. Prior to connecting a live interpreter, vital details regarding the service are shared, such as: patient language, patient age, issue at hand (where applicable and PHI compliant), physician/nurse request notes and more.

Together with a streamlined and stable interface this live feature offers second to none quality and efficiency.

3rd Party CITE Augmented Translation Services

Both in the PEPS and the staff authorized interface there are accommodation for your favorite or contracted commercial translative services. Leading services are fully ported to the Phrazer/Kitsune OS for reliable, secure performance. Included on all systems are CyraCom and LanguageLine, with additional services made available upon request. In the case of partnered services, the Phrazer/Kitsune platform may be leveraged for efficiency by incorporating CITE data in the initial connection.

Your standard contract and fees for services apply, however there is no charge for using the more reliable safe Phrazer/Kitsune platform.

Phrazer/Kitsune ensures Civil Rights and ADA requirements are met to Harmonize Patient, Staff and System Performance

There is no comparison to medical grade CITE Journey Technologies

	Human Translator On-Premise	**Video Translator Service**	**Phrazer/Kitsune**
Cost	> $50/hr	> $40/hr	Less than $1/hr
Accuracy	70% +/-	70% +/-	**99.9%**
Free From Omissions	No	No	Yes
Continuity & Quality	No	No	Yes
Infectious Disease Control	No	No	Yes
Privacy	No	No	Yes
Languages	1	25	**> 2000**
Dialects	1	25	1000s
Indigenous Languages	No	No	Yes
Culture/Faith Cues	No	No	Yes
Age Adaptive/Appropriate	No	No	Yes
Highest Patient Satisfaction	No	No	Yes
Delay to Service	> 30 min	~15min	**None**
Available Hours	8hrs/day	12hrs/day	24/7/365
EMR Connectivity	No	No	Yes
Included Charting	No	No	**Yes**
History Access	No	No	Yes
Works Without Staff	No	No	Yes
Fully Mobile	No	No	Yes
Alerts and Interoperability	No	No	Yes
Entertainment & Education	No	No	Yes
Revenue	No	No	**Yes**
Total Quality Guarantee	No	No	Yes

Medical CITE Journey Solutions:
Most Dynamic, Effective and Only Civil Rights Capable

Demographics identified
EMR encounter started
Patient engaged in seconds

In the "waiting room" patients author their own chart
History Suite, SBIRT+, MedRec, Triage and more
Fast Track and patient entertainment in all languages

Staff is advised and informed
Process & procedure enforced
The patient relationship is built

Assisted examination
Live translation if desired
Fully informed consent

Complete education and staff call access
Patient entertainment and services
Updates on labs, services and status

Personalized discharge
Phrazer/Kitsune returned
Experienced full, equal service
All for less than a few dollars

Only Guaranteed Service

Performance Assurances

- 99% Technology uptime

- > 95% Patient language coverage

- > 90% Unassisted patient completion rate

- > 90% Patient satisfaction rate

- > 99% Accuracy of information rate

Civil Rights, ADA

- Title VI of the Civil Rights Act of 1964, as amended (42 USC §200d) & (45 CFR 80)

- Section 504 of the Rehabilitation Act of 1973, as amended (29 USC §794)

- Programs and activities receiving federal assistance from HHS (45 CFR 84)

- Programs or activities conducted by HHS (45 CFR 85)

- Titles VI and XVI of the Public Health Service Act (45 USC §§291 & 300) & (42 CFR 124, Sub G)

- ADA Title III section 504