



The MetroHealth System
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News Release

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The MetroHealth System Launches Language Access and Communications Center *Concierge service offered for patients and families*

(Cleveland) - The MetroHealth System is launching a Language Access and Communication Services Center at its main campus. The center will provide interpretation services for patients with limited English proficiency, hearing or sight impairments and patients requiring literacy support. A concierge center will be available in the outpatient pavilion across from the pharmacy, located at 2500 MetroHealth Drive.

The center will be open from 9 a.m. to 6 p.m. Monday through Friday and will serve as a full-access concierge, assisting people with navigating the many services MetroHealth offers. All staff will be bilingual in English and Spanish, and will have access to telephonic interpreters fluent in more than 200 languages. The services are offered at no additional cost to patients or family members.

MetroHealth strives to continually improve the health of the community and its diverse population, and recognizes the importance of helping people of different cultures, beliefs, and behaviors. The Language Access and Communications Center provides an opportunity to meet patients' social, cultural, and linguistic needs.

“Providing this service breaks down unnecessary barriers to health care and positively impacts the entire patient experience,” said Mari Galindo-DaSilva, coordinator of the Language Access and Communications Center. “We are committed to ensuring every patient, regardless of language spoken, is a full partner in the care they receive here at MetroHealth.”

About The MetroHealth System

The MetroHealth System is an essential health system committed to providing health care to everyone in Cuyahoga County, Ohio, and improving the health of the community overall. Its 6,600 employees deliver care to everyone at its main campus, just west of downtown Cleveland, and at 17 health centers.

MetroHealth is home to Cuyahoga County's only Level I Adult Trauma Center and the John A. Gannon Comprehensive Burn Care Center, the only adult and pediatric burn center in the state of Ohio verified by the American Burn Association and the Committee on Trauma of the American College of Surgeons. In the past year, MetroHealth provided more than one million patient visits in its hospital and health centers. MetroHealth also is an academic medical center committed to teaching and research; each of its active physicians holds a faculty appointment at Case Western Reserve University School of Medicine. MetroHealth has

earned Magnet status, which places it in the top 7% of all hospitals nationwide for nursing excellence.

MetroHealth's mission is, "Leading the way to a healthier you and a healthier community through service, teaching, discovery and teamwork." For more information, visit www.metrohealth.org.