



Introduction of iTi's optimized Over-the-Phone Interpreting (OPI) Service

Enhancing Communication Through Better Service, Efficiency, and Quality

As a trusted provider of language services to the CT Children's Care Network, iTi is pleased to announce the optimization of CT Children's Care Network's Over-the-Phone Interpreting (OPI) service. This enhancement reflects iTi's ongoing commitment to helping CT Children's Care Network deliver accessible, high-quality care to every individual - regardless of the language spoken.

Why This Upgrade Matters

Health care needs and delivery continue to evolve, and so must the tools we use to support them. iTi's optimized OPI platform is designed to improve service delivery from three key perspectives - customer service, time efficiency, and quality assurance.

Key Benefits of the Upgraded Platform

1. Enhanced Service

- Faster, more responsive interpreter connections
- Expanded access to qualified interpreters across a wider range of languages
- Around-the-clock support to meet the needs of your clinical teams and individuals requiring on-demand interpreting services

2. Improved Time Efficiency

- Streamlined call process
- Reduced wait times and improved connection speeds
- More efficient workflows, minimizing delays in communication and supporting better client flow

3. Strengthened Quality Assurance

- iTi's rigorous certification and compliance standards have been improved
- Ongoing quality monitoring and performance feedback will ensure consistency and service excellence
- Robust reporting tools will support internal compliance and quality control initiatives

What to Expect Next

The transition to the upgraded OPI platform will be thoughtfully managed to ensure a smooth, seamless experience for CT Children's Care Network staff and service recipients. To support this process, CT Children's Care Network staff will receive comprehensive resources, including:

- Service Access Guide – A step-by-step guide detailing how to access and use iTi's enhanced OPI services.
- Language Guide – A tool designed to help individuals whose first or preferred language is not English to identify their native language easily.

We are confident that iTi's optimized service will significantly enhance CT Children's Care Network's ability to communicate effectively, improve staff efficiency and client satisfaction, support more culturally responsive care and maintain a consistent experience throughout all OPI interpreting engagements.