

## Who We Are



- Providers of world-class customer care and service.
- Innovative leaders in the interpretation and translation industry.
- A trusted interpreting and translation agency with more than 20 years of combined industry experience.



Face-to-Face Interpreting

Telephone Interpreting • Document Translation

Interpreter Training & Testing • Provider Training

Community Outreach

## Universal Language Network

2021 E. Hennepin Ave., Suite 195-B  
Minneapolis, MN 55413

*All Counties in Minnesota • Worldwide Services*

[www.ulanguagenet.com](http://www.ulanguagenet.com)

PHONE: 612-999-1144

FAX: 612-284-7977



## Universal Language Network

*Innovative Leader in Interpreting and Translation Services*



Contact Us 24 hrs/7 Days-a-Week  
*including weekends and public holidays*

## Why We Are Different



- We keep privacy a top priority.
- Offer the translation of over 100 languages.
- Advocates for client preferences, needs, and values.
- Value the uniqueness of both our providers and clients.
- Bridge cultural differences between providers and patients.
- Spiritually sensitive person-centered interpreting and translation.
- Support patients in medical planning and decision-making processes.
- Recognize and respect the impact of cultural differences, values, beliefs, and traditions on health care.

## Why Choose ULN?

### OUR INTERPRETERS

- Industry Certified.
- Experienced Professionals.
- 40 hours of required training.
- Annual continued education.
- Safety, sensitivity, and ethics trained.
- American Translator Association accredited.
- Balance the needs of the medical professionals and clients.

### PROVIDER TRAINING

- Cultural end of life care.
- Foreign disease awareness education.
- Multicultural sensitivity development.
- Benefits of cultural and spiritual beliefs.
- Awareness of cultural conflict, discrimination and lack of accommodations.
- Sensitivity education in the treating of immigrants suffering from mental health conditions: trauma, victims of torture, Autism, and PTSD.

### OUR COMMITMENT TO YOU

- HIPAA Compliance
- Protection of confidentiality
- Accurate delivery of message
- HHS OCR Section 1557 Compliance.
- Culturally sensitive interpreting.
- Impartiality – objective and neutral communication

## How We Care



### OUR FOUNDERS

Our founders are physicians with more than 20 years of combined experience caring for patients with limited English proficiency. In their work they identified several cultural challenges that medical providers face in delivering adequate healthcare to immigrant communities, and in response founded ULN to bridge gaps between providers and immigrant patients.

### COMMUNITY HEALTH OUTREACH

ULN partners with community health workers to provide education for individuals with limited English proficiency in the following areas:

- Healthy Living
- Routine Checkups
- Preventative Health
- Medical Compliance
- Appropriate ER utilization
- Chronic Disease Management