propio

In partnership with vizient

Capabilities Statement



Core Offerings

Over-the-Phone Interpreting (OPI)

Dial a dedicated number, use voice recognition to select a language, and connect directly with more than 12,000 professional interpreters in over 300 languages. *Access on demand 24/7/365.*

Video-Remote Interpreting (VRI)

Connect to an interpreter by video with Propio ONE available via web or mobile app for any phone, tablet, or computer. Features multi-party compatibility and integration with existing EHR or video platform. *Access on demand 24/7/365.*

Document Translation and Localization

Fast and accurate translation and localization services for documents, apps, software, multimedia, content moderation, e-learning, desktop publishing, multilingual marketing, website, alternative formats, and more via our secure portal.

In-person Interpreting

Our interpreters will come directly to your location. Used for medical visits, court hearings, parent-teacher meetings, and business discussions, this service can be scheduled for single or recurring sessions.

Differentiators

Quality – Propio's interpreters average 8 years' professional experience. Only 20% of interpreter applicants make it through our screening process. We perform ongoing quality checks through monthly call audits, client call ratings, and continuing education.

Capacity – Propio services over 750 million remote interpreting minutes annually and over 180,000+ calls per day. We partner with 30,000+ interpreters representing 300+ languages.

Response Time – Average connect time for OPI is 7 seconds for Spanish, 12 seconds for all other languages. Document translations can often be turned around in 48 hours or less. In-person can be scheduled same day.

Price – We are the low-cost provider, averaging 30% cost savings over our competitors. No account activation, implementation, training, or management fees. Free third-party conference calling and unlimited devices can use each Propio ONE user code.

Compliance – Our interpreters understand and abide by industry-recognized standards for interpreter ethics and HIPAA, FERPA, and GLBA requirements. And Propio's certifications, including HITRUST and ISO, ensure data is handled with the utmost care and compliance.

Client Satisfaction – Clients are highly satisfied with the speed, quality, and character of our interpreters. We regularly review key performance metrics with clients.

Implementation – Our implementation is fast, flexible, and easy. Accounts are setup and go-live within 24 hours, plus ongoing white glove support from our experienced implementation specialists.

Ease of Access – Reach an interpreter from any phone, tablet, or device. Dial a dedicated number for a phone interpreter, or make an audio only or video call with Propio ONE, available in the Apple App Store, Google Play Store, or any web browser.

PARTIAL LIST OF CLIENTS

NYC HEALTH+ HOSPITALS

MTA New York City Transit

University of Dayton

Memorial Sloan Kettering Cancer Center

The University of Kansas Health System

Boston Medical Center

Montefiore

BJC HealthCare

City of Cincinnati Health Department

University of California Health

(913) 381-3143 • BusinessDevelopment@propio.com • propio.com

© 2026 Propio LS, LLC