

ENGAGE

WEBINAR SERIES



Smart Language Access:

When and How to Use AI Interpretation
in Critical Access Care



Merrie Wallace
Chief Revenue Officer

Equipping rural and critical access care teams with best practices for using AI interpretation tools.

boostlingo

Founded in San Francisco in 2016, Boostlingo set out to disrupt the language industry by developing software solutions that unlock access to language across the globe. After relocating to Austin, TX in 2021, we have continued to build a global workforce passionate about language access and dedicated to helping more people obtain language services during all moments of life.

Our innovative solutions break communication barriers, unlocking a world where individuals and businesses alike can operate freely, without restriction. Through our proprietary intelligent routing functionality, we connect the end user and language service provider with a suite of language industry solutions, whether that be a pool of diverse interpreters, a robust IMS platform, or critical translation tools, Boostlingo is your source for language access solutions.

Mission:

To build innovative technology that empowers our customer and the people they serve to communicate without barriers and increase language access for all.

Goal:

We strive to unite all language access technology and workflow components necessary to support the management and coordination of all the interpretation-related tasks including the management of on-demand and prescheduled over-the-phone (OPI) and video remote interpreting (VRI) sessions, data reporting and business administrative tools like integrations with QuickBooks and Webex. We're a team dedicated to getting people connected to the language support they need however they need it.



Merrie Wallace, MN BSN
Chief Revenue Officer

- As Chief Revenue Officer, Merrie is leading the national sales, account management and marketing team at Boostlingo to support growth of the company’s interpretation management and delivery platform and services
- Merrie brings an extensive background in software and services organizations at both Fortune 100 and venture-backed levels
- She was previously Chief Revenue Officer for FairWarning and PerfectServe, and Vice President, General Manager of Quality and Safety at Premier. Prior to that, she served in executive strategy roles for 20 years at McKesson Corporation

Smart Language Access:

When and How to Use AI Interpretation in Critical Access Care

This webinar is designed for Nurses, Physicians, Providers, PAs/NPs who need real-time language support in time-sensitive settings, Registration, Admitting & Front Desk Personnel who initiate language services, IT & Telehealth Coordinators, Compliance Officers & Risk Managers, and Patient Experience & DEI Leads.

Key Takeaways:

- Understand when AI interpretation is appropriate
- Improve patient communication in rural settings
- Use AI for everyday language needs, with smart rollover to human interpreters to stay efficient and compliant

Tools and Resources:

- Gain exclusive access to the “When to Use AI” eBook, a powerful decision-making guide to help healthcare leaders and teams identify the right moments to integrate AI into their workflows
- Links:
 - [24 Checklist](#)
 - [Healthcare Interpreting Report 2025](#)