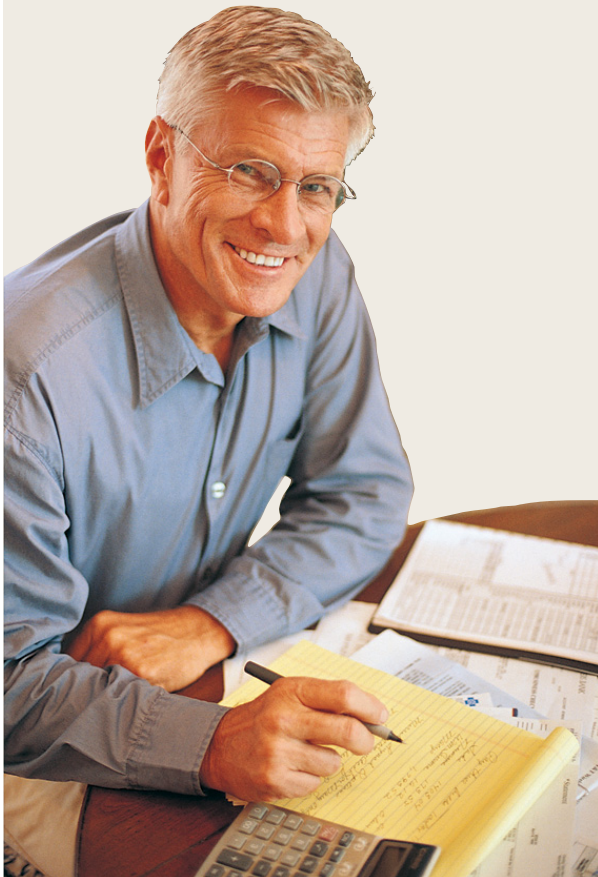


Other Services provided by GHUSA

- > On-site Interpreting
- > Telephone Interpreting
- > Document Translation
- > Medical Equipment



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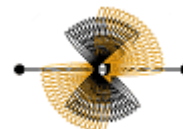
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VIRGINIA Richmond

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GHUSA

MULTILINGUAL SOLUTIONS

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We ensure that patients are transported in the most appropriate vehicle (wheelchair if needed) in order to meet their healthcare needs in an economical manner.

All Modes of Transport:

- > Ambulatory
- > Wheelchair
- > Stretcher



Our **Services** Include:

- **Proactive Communication.** Ghusa will make direct contact with your claimants to ensure a smooth transition from home to their appointments and back. Non-compliant claimants and missed appointments are reported to the Case Managers or Claims Adjusters within the hour, to assist with the rescheduling of appointments. This will allow immediate intervention to prevent lapse in recovery or possible re-injury.
- **Patient Satisfaction.** Reminder call to ALL claimants the night before.
- **Quality Assurance Program** that confirms the appointment with claimant 24 hours before the trip and documents and communicates no-shows or cancellations with Case Managers or Claims Adjusters.
- **Detailed Billing** describing transportation activity and cost.
- **Multilingual Staff.**
- **Services Available 24/7/365.**

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