TCI Software, Inc.

FOR IMMEDIATE RELEASE:

TCI Releases New Editable Language Translation Tool

ABERDEEN, NC. November 15, 2017-- TCI Software, Inc. a provider of healthcare software programs that enable hospital and clinic administrators capture patient satisfaction and quality of care feedback at the point of service (POS) has launched a new multi-language translation tool that incorporates local and regional dialects into feedback programs like onsite surveys.

"This new software feature is exclusive to TCI and addresses an important need among hospital and clinic administrators," says Tim Maroney, TCI President and CEO. "Many of our customers have patient populations that can be as much as 60% non-English speaking. Off the shelf, generic translation services do not account for dialect differences. Our new tool allows users to edit their translations right from their desktop.

"Hispanic patients from different heritages may all speak Spanish, but there are differences say, between patients of Puerto Rican and South American descent. These differences can cause confusion and suppress response to data collection programs like mail, email and on demand data capture programs," he says.

TCI's clinic version of its Rounds® software program introduced in 2017 captures patient experience feedback as patients leave clinic and hospital appointments. The feedback is processed in real-time and aggregated into reports that are immediately displayed in easy-to-read dashboard reports. TCI provides both the hardware and software for this application.

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