

CASE STUDY: LIFE SCIENCES

Translation of Patient Retention Materials into 22 Languages for Global Clinical Trials

CLIENT PROFILE

Our client is a global patient recruitment firm for clinical trials. They help leading pharmaceutical companies with global patient outreach for testing and research. Retention is a critical component of their program success.

CLIENT CHALLENGE

Several patient retention materials required translation for all the countries involved in a global clinical trial consisting of three protocols. Each country required a different set of patient retention materials, and each country had multiple sites that required site-specific customizations for the patient retention materials.

LANGUAGES

Bosnian, Bulgarian, Croatian, Dutch, Filipino (Philippines), Georgian, Greek, Korean, Portuguese (Brazil), Spanish (Argentina), Swedish, Thai, Turkish, Ukrainian Afrikaans, Arabic, Chinese (Taiwan), French (Canada), Hebrew, Polish, Romanian, and Russian. With edits for Spanish (Colombia), English (Australia, Canada, Hong Kong, South Africa, New Zealand and United Kingdom), Russian (Israel), Chinese Traditional (Hong Kong), and Spanish (Mexico).

WELOCALIZE LIFE SCIENCES SOLUTION

Welocalize Life Sciences partnered with the patient recruitment firm to develop a customized process, ensuring that all translations were completed according to each country and each site's specifications.

FEATURES

- ✓ *Map out required patient retention materials for each country*
- ✓ *Determine required languages and dialects that each patient retention material was to be translated into*
- ✓ *Complete the initial translations and back translations*
- ✓ *Complete in-country reviews, customizing for site-specific requirements*
- ✓ *Perform desktop publishing to match the source layout*
- ✓ *Conduct quality assurance checks on the translations in the final layout to produce the final translated patient retention materials*

Welocalize Life Sciences is uniquely qualified to support all of the multilingual initiatives for highly regulated industries. Our objective is to make certain that the language services we provide are accurate and submission ready, ensuring the most rapid time-to-market for products while mitigating risk.



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OUR PURPOSE

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BENEFITS

- ✓ Dedicated Project Manager to Guide Every Step of the Process
- ✓ Smooth Collaboration Between the Teams
- ✓ Final Translated Patient Retention Materials Were Approved for Use in the Clinical Trial

FACTS

175 Languages
1500+ Employees
20+ Global Offices
4th Largest US LSP*
7th Largest LSP worldwide*

*Source: Common Sense Advisory, 2016

HEADQUARTERS

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ABOUT WELOCALIZE LIFE SCIENCES

Welocalize Life Sciences provides specialized language solutions for highly regulated industries. Our solutions include industry expert localization and translation services for regulatory and compliance content, document translation, linguistic validation, interpreting, website and marketing localization, eLearning and multimedia services. Welocalize Life Sciences is an industry leader with proven translation and localization proficiency required for global clinical trials, pharmaceuticals, biotech companies, medical devices, healthcare brands, medical providers and government agencies.

Welocalize is ISO 9001:2015, ISO 17100:2015 and ISO 13485:2012 certified.

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