



## Planning for Language Interpretation/Translation Services<sup>9</sup>

In popular usage, the terms “translator” and “translation” are frequently used for conversion of either oral or written communications. Within the language professions, translation is distinguished from interpreting according to whether the message is produced orally or in writing.

**Translation:** The conversion of a written text into a corresponding written text in a different language.

**Interpreting:** The process of understanding and analyzing a spoken or signed message and re-expressing that message faithfully, accurately, and objectively in another language, taking the cultural and social context into account.

### Translation Services

Professional translation services are the first choice when converting any important written information into another language. To ensure quality, ask if the provider uses certified and/or accredited translators, and if the provider has insurance to protect against omissions and errors.

Experienced translation providers often offer “translation memory” or “terminology management” services that reduce costs by recording recurring terms and phrases in a database and leveraging these over time, so that you do not have to pay multiple times for the same text to be translated in different documents. This can significantly decrease costs, especially when departments pool resources and decide to use the same text with slight variations through the same translation provider.

### Checklist: Things to Look For in a Translation Provider

- ✓ Uses accredited/certified translators
- ✓ Employs a quality process flow that includes a separate editor and proofreader
- ✓ Has desktop publishing capabilities (to translate text on brochures directly in native file formats)
- ✓ Can provide translation of websites
- ✓ Offers cultural adaptation as well as linguistic adaptation of content, images, etc.
- ✓ Is willing to provide samples of similar work and/or testimonial
- ✓ Utilizes translation memory or terminology management services
- ✓ Has an insurance policy that covers errors and omissions
- ✓ Can assist with other language needs, such as multilingual voice recording, for non-written communication needs.

<sup>9</sup>National Council on Interpreting in Health Care (NCIHC). The Terminology of Health Care Interpreting: A Glossary of Terms. August 2008. <http://data.memberclicks.com/site/ncihc/NCIHC%20Terms%20Final080408.pdf>