

LANGUAGE SERVICES TRANSLATION INFORMATION AND REQUEST FORM

Fraser Health Language Services (FHLS) coordinates translation requests for Fraser Health. Our office provides support with each step in the translation process.

Our principles when having approved patient education materials translated are:

1. We avoid duplicating existing materials
2. We meet high standards of quality, accuracy, and usability
3. Patient Education materials only supplement and do not replace the use of trained interpreters when communicating with Limited English-speaking patients and their families

Translation Process:

1. Please send in the request form to language.services@fraserhealth.ca.
 - The request **must** include the English Microsoft Word file or other source file (editable document) of the document
 - In cases where the source document contains confidential patient information, materials can be sent that are password protected, with the password sent in a second email
2. The source document is reviewed for whether:
 - It has been approved by the Patient Education Department (if relevant)
 - It is the final copy
 - No working documents, draft documents, or documents under revision will be translated
3. For documents that are not approved patient education materials, please indicate on the request form whether a quote is required before proceeding
 - FHLS will provide the quote by email before continuing with the next steps in the translation process
4. Any patient education requests need to be made through the Patient Education Catalogue portal before being requested for translation: [New Resource Submission Form - Fraser Health Patient Education Catalogue](#)
5. A qualified translator in the language requested is contracted to complete the translation
6. A proof-reader in the requested language is utilized to ensure accuracy
7. The final translated document is received by FHLS
8. The translated document is emailed to the requestor with originals to follow via internal mail (if relevant)
 - If the document is approved Patient Education material, it is sent to the Patient Education Department to be uploaded into their database
 - The link to the online document is sent to the requestor by Patient Education
 - For all other materials, the translated document is emailed to the requestor

Translation Cost:

FHLS may be able to support the cost of translating **approved patient education material**. There will be times, due to the cost of translation, where cost sharing will need to occur.

FHLS can facilitate the translation of non-approved patient education materials when a cost centre is provided.

For any questions, please email language.services@fraserhealth.ca

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Requestor Information			
Date		Department	
Name		Phone	
Email			
Document Title			

* Patient immunization requests please include full name and birthdate

Priority
<input type="checkbox"/> Regular (2-4 weeks) <input type="checkbox"/> Low (4-6 weeks) <input type="checkbox"/> Rush (1-2 weeks) * Additional cost <small>* Turnaround time fluctuates depending on the translator's workload and the complexity of the requested translation. We will do our best to get them to you in your requested timeframe. Rush rates available for an additional cost.</small>

Patient Education Materials	
Is the document Patient Education Material? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, has Patient Education approved the document? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, please submit the material to the Patient Education Dept. Please contact Patient Education if you are not sure.

Non-Patient Education Materials	
If this is not approved patient education material, please provide a cost centre.	
Do you require a quote before proceeding? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Cost Centre	

Languages		
Language document being submitted is in: <input type="checkbox"/> English <input type="checkbox"/> Other: _____ <small>** Patient immunization requests please note the language the record is in</small>		
Languages requested for translation: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border-right: 1px solid black; padding: 5px;"> <input type="checkbox"/> Arabic <input type="checkbox"/> Chinese Simplified <input type="checkbox"/> Chinese Traditional <input type="checkbox"/> Farsi <input type="checkbox"/> French <input type="checkbox"/> Korean </td> <td style="width: 50%; padding: 5px;"> <input type="checkbox"/> Punjabi <input type="checkbox"/> Spanish <input type="checkbox"/> Tigrigna <input type="checkbox"/> Urdu <input type="checkbox"/> Vietnamese <input type="checkbox"/> Other _____ </td> </tr> </table>	<input type="checkbox"/> Arabic <input type="checkbox"/> Chinese Simplified <input type="checkbox"/> Chinese Traditional <input type="checkbox"/> Farsi <input type="checkbox"/> French <input type="checkbox"/> Korean	<input type="checkbox"/> Punjabi <input type="checkbox"/> Spanish <input type="checkbox"/> Tigrigna <input type="checkbox"/> Urdu <input type="checkbox"/> Vietnamese <input type="checkbox"/> Other _____
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Additional Information

For more information, contact **Fraser Health Language Services**
 #400 - 13450 102 Avenue, Surrey, BC V3T 0H1
 Email: language.services@fraserhealth.ca