LANGUAGE SCIENTIFIC

Case Study

Community Engagement Translation Services

Language Scientific and Community Engagement

Solely focused in the life sciences, Language Scientific works closely with many organizations in the healthcare industry in assisting with their community engagement initiatives. Language Scientific translates over 42 million words in the life sciences field annually with an estimated 8% on Community Engagement Projects. In addition to assisting with these initiatives, Language Scientific has over 20 years experience serving AROs, CROs, Pharmaceutical, Biopharmaceutical, eClinical, IRBs, and Clinical Services companies. With headquarters in Boston MA, our reach is global.

Our business model is built around the belief that if you don't understand the subject material you aren't able to translate it. We work closely with our partners in the community engagement space to best determine the exact scope of each project. From here, we determine the most effective linguists to employ. Translation in the community engagement space varies greatly, ranging from marketing collateral such as a flyer which wouldn't require industry expert linguists, to medical translations, where we employ linguists with an advanced medical education and relevant work experience to your materials subject matter.

The largest portion of our business is in support of international clinical trials, whether we are translating study start up documents such as protocols, investigator brochures, and informed consent forms, conducting linguistic validation and cognitive debriefing on PROMs, eCOA, and other clinical questionnaires, or translating adverse events, endpoint adjudication cases, and clinical safety initiatives. We are a preferred provider of translation services for such well-known pharmaceutical, biotechnology, and medical device companies as Arthrex, Biogen, George Clinical, Eli Lilly, Merck KGaA, Paidion Research, Mass General Brigham (TIMI Study Group), Novo Nordisk, and Stryker. We also work with numerous CROs, IRBs, AROs, creative agencies, patient recruitment companies, and other companies and organizations involved in clinical research.

Example Community Engagement Projects

Project #1 Seamless Patient Engagement to Combat Covid-19 in the Boston Community

Overview:
Brigham and Women's Hospital along with the Broad Institute of MIT and Harvard launched a large-scale research study that will facilitate at-home COVID-19 testing for 10,000 people in the Boston Region. Called TestBoston, the initiative was created to test a representative group of 10,000 patients consistent with the demographics in the Greater Boston area. To successfully roll out this initiative it was determined that TestBoston needed to localize some of their website content into languages appropriate for the local demographics.

Language Scientific Highlights

✓ Language Scientific translated 42 million words in 2021 for all life science clients with an estimated 8% for Community Engagement projects.

✓ Language Scientific has extensive experience working with regulatory agencies around the world including the FDA, EMA, HSA, COFEPRIS, TGA, ANVISA, NMPA, and PMDA.

✓ Deep knowledge and experience with the latest FDA (eCTD) and EMA-QRD templates.

✓ Translation work has been performed for over 2,000 clinical trials in the last 10 years.

✓ We have a deep bench of translators: last year we worked with over 1,200 linguists who specialize in clinical trials and dossier submission translations on 7,500 different projects.

✓ Translators have advanced medical degrees in addition to their translation experience. Average linguist's experience is 8.7 years.

✓ Language Scientific supports all languages and dialects.

✓ Depth of geography and language expertise: In the last year we translated 97 language pairs for 85 countries.

✓ GDPR Compliant

The Language Scientific Difference

The Customer Experience
Our team is always here to work in our clients best interests. We treat every client as if they are our only client and we build partnerships to guide and drive efficiencies. We Flex for you, not vice versa.

Medical Accuracy
There is nothing more important than scientific experts performing scientific translations.

Risk Mitigation
Compared to the jack of all trades translation providers, we are more accurate by combining the best in class quality processes with the expertise of industry-expert linguists overseeing every translation.

Expert Linguists
Our linguists are not only experts in translation, but also have relevant scientific, medical and technical education and work experience. This ensures that they are experienced both in translation and the intricacies of your subject matter.

Reliability
Unprecedented 99.7% on-time delivery rate.

Customized Solutions
We create solutions that save money for our clients and their clients alike.

Ingenuity
Technology solutions and reporting capabilities catered to each client's unique requirements.

Approach:
When working with TestBoston to scope the work that needed to be completed, Language Scientific first spent time understanding the goals of the initiative and what they were looking to accomplish. We first provided some assistance in working with the TestBoston team to establish which demographics were the predominant in the Boston area. From there our team worked closely with Broad Institutes Principal Product Software Manager to ensure a successful rollout.

Conclusion:
Language Scientific successfully localized the TestBoston website which promotes an initiative for Haitian Creole and Spanish-US speaking patients living within 40 miles of Brigham & Women's Hospital in Boston to receive at-home COVID-19 tests. "From project onset to the final deliverable, we relied on Language Scientific to guide us in localizing our materials for a successful rollout of the TestBoston website. Their help has enabled us to successfully reach the demographics of our community." - **Director**

Project #2 Count Me in, Initiative

Overview:
Count Me In is a non-profit initiative based at the Broad Institute of MIT and Harvard that allows all cancer patients to transform cancer research. Anyone with cancer from the United States and Canada can be part of this patient-partnered research project by sharing with us their medical records, biological samples, survey responses, and voice to accelerate the pace of discoveries. After personal information is removed, Count Me In data is regularly shared with the biomedical research community through different scientific repositories such as cBioPortal for Cancer Genomics and the National Cancer Institute (NCI) Genomic Data Commons. A continuous effort by Count Me In is to be representative of everyone who gets cancer, including historically marginalized and underrepresented groups to ensure that discoveries can have an impact on everyone.

Approach:
Count Me In has been supported by Language Scientific since 2019. We have counted on their expertise and reliability to help us accomplish our efforts to ensure everyone who has been affected by cancer can participate in cutting-edge research without a language barrier, particularly Spanish language patients. Language Scientific has helped Count Me In with website, consent and release, surveys, and press release translations all of which we have used in our projects, such as the Metastatic Breast Cancer Project in Spanish and Count Me In, focusing on all types of cancers.

Conclusion:
"We have appreciated working with Language Scientific due to their excellent material translations, communication, adherence to deadlines, overall service to customers, and material range expertise. We enjoy working with members of Language Scientific and will continue to use their services for our Spanish-language material translations." -**Senior Community Engagement Specialist Broad Institute of MIT and Harvard**

Project #3 Prion Registry

Overview:
The Prion Registry is an online registry for people affected by or at risk for prion disease who want to find opportunities to participate in research. In order to reach a more broad population, Language Scientific assisted in translating the Prion Registry Website into Hebrew, Chinese-Simplified and Spanish for Latin America.

Approach:
At the beginning of the project Language Scientific and the PI from the study held a kickoff meeting to go over some of the terminology and how it should be used in the translated languages. This ensured that the Language Scientific team performing the translations had a detailed understanding of the expectations for certain terms.

Conclusion:
"We have worked with Language Scientific for many years and have worked on numerous successful projects together. Being able to offer our Prion site in three additional languages helped us to reach a wider audience and help with our research." -**Senior Software Product Manager**

Project #4 Harvard School of Public Health

Overview:
The Harvard School of Public Health hosted a meeting to share and discuss results from a public health study regarding air quality. The study had participants who spoke Vietnamese in the Boston area. Due to Covid-19 restrictions the event was required to go virtual and required Consecutive Zoom interpreting provided by Language Scientific. Prior to this call, Language Scientific had provided translation of a Consent Form, Baseline Questionnaire, Resource Packet, Screening Questionnaire, Daily Activity Log, GPS Participant Guideline, Recruitment Flyer. Recruitment Script. Sampling Pick-Up Questionnaire, FAQ pamphlet, Reminder postcards, Home Tip Sheet, Activity Participant Instruction, Sleep Diary, Sleep Environmental Audit, Feedback Letter and a Recruitment Script.

Approach:
As Language Scientific also provided translation for study reports that were to be discussed in the meeting, our approach consisted of finding an interpreter with the appropriate medical background in order to ensure the highest quality interpretation. For the translation work we provided, we first scoped out the specific requirements of the study and found a team of linguists that had a background in environmental health to ensure consistency across all materials.

Conclusion:
Language Scientific was able to secure an interpreter and shared with them the topics for discussion beforehand so that they could be prepared for the call. "The meeting went great! So glad Language Scientific was able to help us wrap up the work on this project." - **Project Manager, Department of Environmental Health.**

Project #5 Additional Ventures (Project Singular)

Overview:
Project Singular will collect saliva samples from 5,000+ single ventricle patients and their immediate families to perform whole-genome sequencing, creating the world's largest genetic repository of single ventricle patients. Their goal is to develop a comprehensive genetics dataset to identify and understand the genetic causes of single ventricle heart defects and related sequelae, establish standardized protocols for acquisition, transfer, and analysis of genetic samples and leverage de-identified genetics and health records to identify new clinical, imaging, and biological markers. To complete this study, Additional Ventures required translation of assents, consents, saliva welcome kit instructions, a survey and a flyer in multiple languages.

Approach:
Language Scientific worked with Additional Ventures to scope out the multiple projects and determined that the subject matter for this work was on single ventricle heart defects. From this we found industry expert linguists to provide the translation of these materials to provide the highest quality translation. Being that the target audience for the pieces were patients, we ensured that it was written at the appropriate reading level.

Conclusion:
"Language Scientific successfully delivered the materials requested and is helping us to remain on track for our study. The quality of the translated materials exceeded our expectations and was written perfectly for our target audience" -**Program Director, Project Singular**

Areas of Specialization

- **Adverse Event Source Documents**
- **Case Report Forms (CRFs)**
- **Clinical Trial Agreements (CTAs)**
- **Community Engagement Marketing Materials**
- **Cultural Adaptation**
- **Data Sheets**
- **Development Safety Update Reports (DSURs)**
- **Drug Registration Documentation**
- **eCOA &ePRO**
- **Endpoint Adjudication Documents**
- **HEOR**
- **Informed Consent Forms**
- **Insert Leaflets**
- **Investigator Brochures**
- **Linguistic Validation of Scales**
- **Marketing Authorization Applications**
- **Package Inserts and Labels**
- **Patient Diaries**
- **Patient Recruitment Materials**
- **Patient Reported Outcome Measures**
- **Patient Source Documents**
- **Pharmacological Studies**
- **QoL Scales**
- **Qualitative Interviews**
- **Rater Training**
- **Regulatory Documents**
- **Site Operations Manuals**
- **Study Protocols**
- **Translation and Transcription of Patient Interviews**

Why do our clients choose to partner with Language Scientific?

1) **We are fiercely committed to providing the highest quality translation, reduced turnaround times, and significant savings for our clients.**

2) **We are dedicated to saving our clients and their clients' time and money**

3) **We ensure that your community engagement initiatives successfully reach a broader audience.**