

## WHY LANGUAGE SCIENTIFIC?

Splash Clinical, a U.S.-based patient recruitment company for global clinical trials, works primarily with pharma clients in the United States but manages studies worldwide. To support international patient recruitment, the company frequently requires translations of diverse materials into both common and rare languages.

Jennifer Baldewicz, Manager of Project Management, oversaw the pilot program with Language Scientific. Following its success, Splash Clinical contracted Language Scientific for a new study within just one month.

## The Problem

Splash Clinical needed to translate miscellaneous marketing materials related to patient recruitment for a clinical trial across a wide variety of languages, including Filipino (two dialects), Sri Lankan Tamil, UK English, US Spanish, and Canadian English.

The challenges included:

- Recruiting patients globally required rare language expertise not easily available
- Translations needed to be simple enough for patients, but also medically accurate
- Internal miscommunication led to incorrect materials being sent at the start of the project, threatening the timeline

Splash Clinical required a partner who could provide medical linguists across diverse languages, adapt quickly to unforeseen challenges, and still ensure timely, compliant delivery.

## RESULTS

### Improved Efficiency, Accuracy, and Trust



*Provided linguists across rare and diverse languages with strong medical backgrounds.*



*Produced translations that were medically accurate yet easy for patients to understand.*



*Quickly adapted after receiving incorrect source materials, ensuring the project stayed on track.*

## ACTIONS TAKEN

- Delivered multilingual translations across rare languages including Filipino, Sri Lankan Tamil, UK English, US Spanish, and Canadian English
- Applied medical and industry knowledge to keep terminology precise while simplifying language for patient understanding
- Pivoted quickly after receiving incorrect source materials, ensuring the project stayed on schedule
- Ensured a turnkey process from start to finish, supporting Splash Clinical's global patient recruitment efforts

**- “We did have a miscommunication of expectation and the LS team moved quickly to offer assistance and get the end result that was needed. It was greatly appreciated!”**

**— Jennifer Baldewicz, Manager of Project Management, Splash Clinical**