**MCW Research Language Services Core**

**WORKFLOW**

**SPANISH INTERPRETIVE SERVICES (IN PERSON/PHONE/CASUAL)**

* Supported by **ATRU/CTO Bi-Lingual Staff**
* Available for Active ATRU Research Projects > Services Billed Through **RISE**
* **Spanish Interpretive Services** = Complete an **ATRU Registration Form** to schedule services

**LANGUAGELINE INTERPRETIVE SERVICES (PHONE/VIDEO/FORMAL)**

**OPI** = Over-The-Phone Interpretation (Audio) > *Certified Interpreters*

**VRI** = Video Remote Interpretation (Video) > *Certified Interpreters*

Contact **Renee Dex** [rdex@mcw.edu](mailto:rdex@mcw.edu) & **Shanette Cooper** [shcooper@mcw.edu](mailto:shcooper@mcw.edu) to initiate services.

* **Sections 12.4 & 39** of the **eBridge/IRB PRO Smart Form** should be amended (AME) prior to utilizing interpreter services - An IRB approved **PRO Smart Form Template** is available for uploading @ [MCW Research Language Core | CTSI of Southeast Wisconsin](https://ctsi.mcw.edu/investigators/clinical-trial-support/adult-translational-research-unit/community-tru)
* The **LanguageLine App** is accessible by phone, tablet, laptop, or desktop with a Wi-Fi/cellular connection @ <https://InSight.LanguageLine.com>. You will be given a special **Phone #**/**Authentication Code/Instructions** via email with service activation.
* The **LanguageLine App** will present the following 3 prompts during sign in:
* **Principal Investigator (PI)** (First Initial/Last Name)
* **Clinical Research Coordinator/Assistant (CRC/CRA)** (First Initial/Last Name)
* **Protocol #** (IRB: eBridge/CW)

ATRU has 2 dedicated **iPad Air/Stands** available @ $5.00/Hour to access **LanguageLine App**

**LANGUAGELINE WRITTEN TRANSLATION**

**DT** = Document Translation (Written) > *Certified Interpreters*

* All **MCW HRPP Consent Boilerpoint Templates** > Translated to Spanish (75% of Requests)
* All Spanish translated **IRB Templates** have been **Back-Translated** to accommodate **NIH-Funded** research.
* **Back-Translation** is no longer required through **IRB/eBridge/CW** as of 12/2/2024.
* **CW HRPP** supports the use of **LanguageLine Solutions (DT)** for written document translation for research. Interpretive services for pediatric patients & families should utilize CW Language Services.

Contact **Renee Dex** [rdex@mcw.edu](mailto:rdex@mcw.edu) & **Shanette Cooper** [shcooper@mcw.edu](mailto:shcooper@mcw.edu) to

obtain a **FREE QUOTE** from **LanguageLine Solutions** for research document translation.

* All documents must be submitted to **ATRU** in **MS Word Format**.
* **ATRU** will initiate **LanguageLine Solutions - DT** after the **FREE QUOTE** is approved by the study team.
* The final translated document(s) will be forwarded to the PI/CRC/CRA upon completion.
* The PI/Coordinator must upload translated document(s) into **IRB/eBridge/CW.**

**LANGUAGELINE INTERPRETIVE SERVICES (BILLING)**

* All **LanguageLine Solutions** users must have an active **iLab** account for billing purposes.  **iLab** accounts can either be connected to a PI/Dept or a specific PRO/study. **iLab** invoices will be sent out monthly for PI/Dept review/approval.

**MAIN CONTACTS**

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