**MCW Research Language Services Core**

**WORKFLOW**

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

* Supported by **ATRU/CTO Bi-Lingual Staff**
* Available for Active ATRU Research Projects
* Complete the **ATRU Registration Form** to schedule **Spanish Interpretive Services**

**LANGUAGELINE INTERPRETIVE & TRANSLATION SERVICES**

**OPI** = Over-The-Phone Interpretation (Audio)

**VRI** = Video Remote Interpretation (Video)

**DT** = Document Translation (Written)

Contact **Renee Dex** rdex@mcw.edu & **Shanette Cooper** shcooper@mcw.edu to initiate services.

* 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.
* **Sections 12.4 & 39** of the **eBridge/IRB PRO Smart Form** should be amended (AME) prior to utilizing interpreter and/or document translation 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**

**WRITTEN TRANSLATION**

* The **MCW Office of Research** has funded translation of general **ICF Boilerplate Language** for informed consents into Spanish so you will only be charged for study specific language and other project materials needing translation. All documents must be submitted in **MS Word Format**. Other languages are available at cost to the study.
* All Spanish translated **IRB Templates** have been **Back-Translated** to accommodate **NIH-Funded** research.
* **CW HRPP** supports the use of **LanguageLine Solutions - Document Translation (DT)** for written document translation for research. Interpretive services for pediatric patients & families should utilize CW Language Services.

Contact **Renee Dex** rdex@mcw.edu & **Shanette Cooper** shcooper@mcw.edu to

obtain a quote from **LanguageLine Solutions** for research document translation.

* ATRU will initiate **LanguageLine Solutions - DT** after the 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.**

**MAIN CONTACTS**

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