It is important to ensure that everyone can access health services, regardless of their level of ability to speak English. Provision of accessible translated material is necessary to assist them to access health services.

Clinical considerations of risk and safety may require translation of information.

Effective, business focused translation of health related material is a cost effective means of managing expenditure appropriately and of avoiding unnecessary duplication of resources. This is particularly important in the current financial climate, where achievement of value for money savings forms a critical element of any health related activity.

Examples of Translated Information that are useful in the HSE:

• Basic information on health services and means of accessing these
• Generic information on illnesses and chronic conditions
• Specific information related to prevention and care in certain unexpected situations e.g. pandemics
• Detail on medication, dosage, treatment, procedures which an individual patient may need
• Administrative information e.g. Personal information, admission forms
• Consent forms where a patient may require a specific procedure, treatment or surgical intervention.

What Constitutes “good” Translated Material?

It must be:

• Clear – convey the meaning of the original English text without any ambiguity
• Easy to read – and in an accessible format
• Accurate – Free from grammatical or spelling errors
• Culturally appropriate to the target community

Details to be considered when producing translated material:

• Ownership of the resource
• Date of publication
• Name of translation service provider or individual responsible for translation
• Any logos required to be inserted in the document
• Title headings and subheadings should be in the translated language first, with the English version of the title following in a smaller font
• The name of the language should be printed on the front page in English, together with the translated language
• The original English text should appear beside the translated text.
• Pages should be numbered
• Information about any supporting materials e.g. DVDs
• Contact details for ordering copies
• Anticipated date for update/ review of contents

Make sure the English text is correct before handing it to the Translator!
Planning for Translation

- Is there a demand for translated material in this topic?
- Is there available translated material in this area that can be used or adapted?
- Is written material the most appropriate way to reach target groups or would other formats be more effective?
- What languages are needed for translation (target language)?
- Do you have a rationale for choosing these languages?
- Are there any variants in the language e.g. do you require material to be translated into Mandarin Chinese or Cantonese Chinese?
- What is the purpose of translation – Is it for general information or will it contain detailed specialised health or legal information?
- Does the style of the text reflect the purpose of the translation – Is it formal, informal, “legalese”?
- Is your English text (source language) clear and accurate?
- Do you have a budget for this project?
- Has the Translator/Translation Service Provider signed a Non Disclosure Agreement?
- Has the Translator/Translation Service Provider documented procedures to safeguard confidentiality and meet data protection requirements? Do these procedures address the issue of patient data protection rights and confidentiality in the context of the use of Machine Translation engines?
- Ownership of material/Copyright Issues
- Have you signed a contract according to HSE procurement guidelines?
- In what format is this to be delivered?

Price/Cost

- How are costs agreed?
- What does the quote include?
- Are additional costs incurred for changes after the initial handoff of source files, implementation of client review feedback, layout check etc?
- How will payment be phased and made?

Production

Contact/Liaison

- Who does the Translator/Translation Service Provider contact for any clarifications – Does he/she have contact details of the relevant person?
- Do you have the Translator’s/Translation Service Provider’s contact details and have you agreed on ongoing liaison?

Final Proofing/Sign off on Project

- Has the Translator/Translation Service Provider signed off on the final copy?
- Have you made arrangements for uploading onto a website/printing etc?
- Has the Translator/Translation Service Provider checked the document once it has been uploaded?

Postscripts

Payment

- Have you checked and signed off all invoices for processing and payment?
- Have you checked that payments have been made and received?

Storage of Translated Material

- Have you stored the electronic material safely and accessibly?
- Have you made back up documents?
- Are your colleagues aware of the location of stored copies?

Follow up and Evaluation

- Have you circulated information in respect of the translated material to relevant parties?
- Have you forwarded a copy of the translated material to socialinclusion@hse.ie?
- Have you made arrangements for inviting comments and feedback?
- Have you any arrangements for review/adaptation of the material within a certain time frame?

Useful Resources

HSE National Intercultural Health Strategy www.hse.ie/eng/services/Publications/services/SocialInclusion
HSE Styleguide www.healthpromotion.ie/hp-files/docs/HSE_StyleGuide_LR.pdf
Irish Translators and Interpreters Association www.Translatorsassociation.ie
National Adult Literacy Agency www.nala.ie
National Standards Authority of Ireland www.nsai.ie and www.standards.ie

HSE National Social Inclusion is building a database of all translated health related material – this will be a resource for all HSE staff. Please send any material you have translated to socialinclusion@hse.ie

Development of these guidelines forms part of recommendations of the HSE National Intercultural Health Strategy 2007-2012