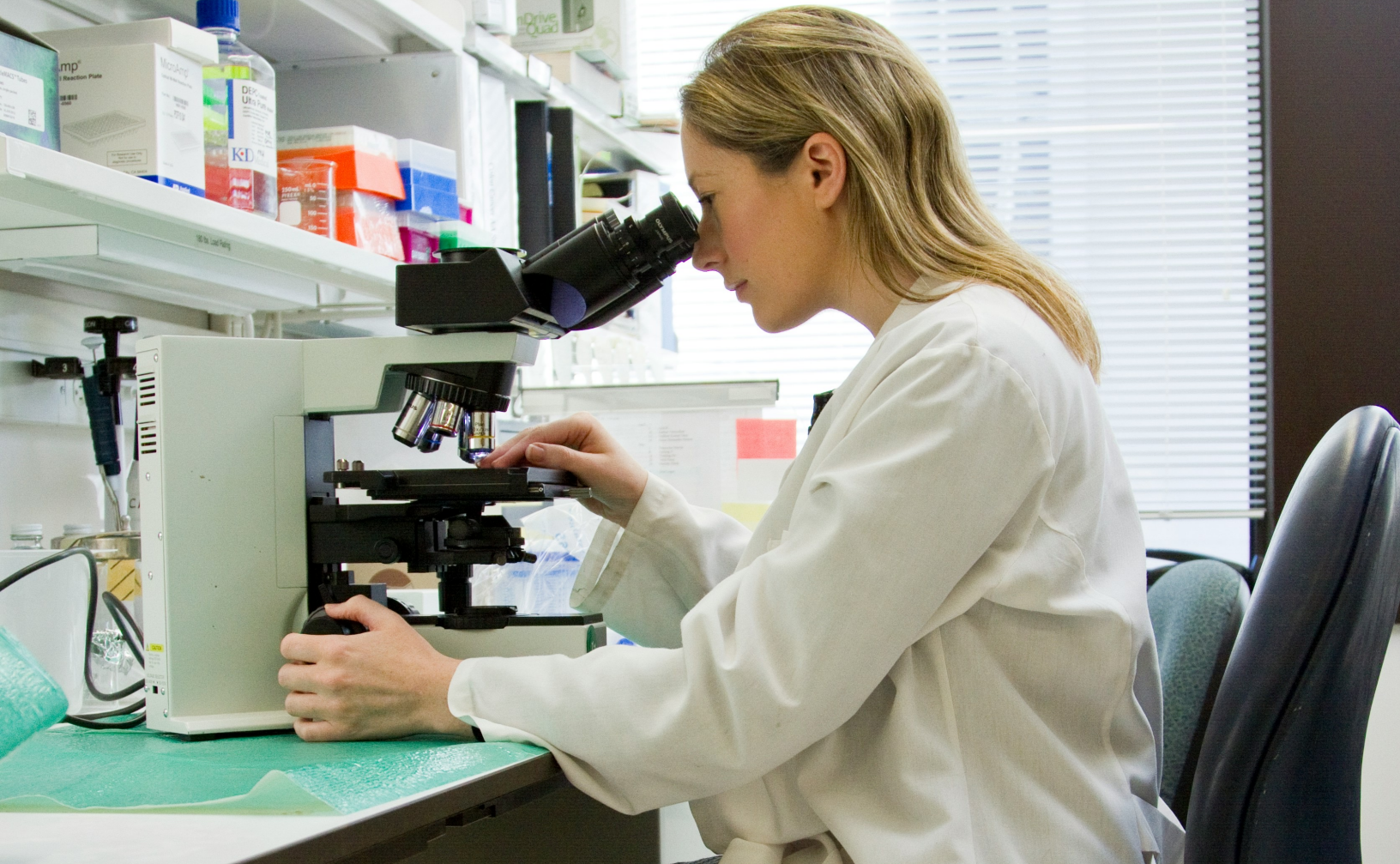




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Choosing the Right Language Service for Your Clinical Research Study

**A Practical Guide for Clinical and Translational Science
Institutes (CTSI)**



Clinical research involves many situations where clear communication is essential. Whether you're recruiting participants, obtaining informed consent, conducting study visits, or collecting research data, selecting the appropriate language service helps ensure participants understand the study and can fully engage throughout the research process.

This guide is organized around common research scenarios. Simply identify the situation that best matches your current need to find the recommended language service and related solutions that can support your study.

Throughout this guide, you'll find practical guidance on when to use interpretation, document translation, informed consent translation, transcription, accessibility services, multilingual website and eConsent localization, linguistic validation, survey translation, and other research language solutions. Acutrans supports every stage of the clinical research lifecycle and provides professional language services in more than 300 languages, helping research teams engage diverse participant populations with confidence.

If you have any questions or would like assistance determining the best language solution for your study, please contact your dedicated Account Manager:

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I need to communicate with a participant who doesn't speak English.

RECOMMENDED
SERVICE

Medical Interpretation

Medical interpretation enables real-time communication between research teams and participants with Limited English Proficiency (LEP). Depending on your study activity, interpretation can be provided in person, by video, or over the phone to ensure accurate communication while preserving confidentiality and participant understanding.

Which interpretation service is right for me?

Service	Best Used For
Over-the-Phone Interpretation (OPI)	Screening calls, appointment scheduling, participant questions, follow-up calls, unscheduled conversations
Video Remote Interpretation (VRI)	Virtual study visits, telehealth appointments, informed consent discussions, situations where visual communication is beneficial
On-site Interpretation	Enrollment visits, complex medical discussions, lengthy study visits, physical examinations, participant interviews

Why this service?

Professional interpreters facilitate accurate communication between participants and research teams, helping participants understand study procedures while supporting meaningful participation throughout the clinical research process.

Related services

24/7 On-Demand Interpretation

Interpreter Scheduling & Coordination

Multilingual Helpline Support



I need participants to read study documents in their preferred language.

RECOMMENDED
SERVICE

Research Document Translation

Research studies rely on a wide range of written materials. Professional translation ensures participants, investigators, and study teams receive accurate information in their preferred language while maintaining consistency throughout the study.

Common Documents Translated

- Study protocols
- Investigator brochures
- Recruitment materials
- Participant communications
- Study manuals
- Patient diaries
- Case report forms

Why this service?

Providing professionally translated documentation helps improve participant understanding, supports multilingual study operations, and maintains consistency across all written study materials.

Related services

Desktop Publishing (DTP)

Scientific & Medical Editing

Certified Translation

Translation Memory & Terminology Management

I need translated informed consent forms for my study.

RECOMMENDED
SERVICE

Informed Consent Translation

Informed consent is one of the most important participant-facing documents in any clinical study. Accurate translation helps ensure participants understand the purpose of the research, study procedures, potential risks and benefits, and their rights before agreeing to participate.

Common Documents Translated

- Informed Consent Forms (ICFs)
- Assent forms
- Participant Information Sheets
- Re-consent documents
- Consent amendments

Why this service?

Professionally translated consent documents help support informed decision-making while facilitating communication between research teams and participants throughout the enrollment process.

Related services

IRB-Ready Translation Packages

Multimedia Consent Localization

On-site Interpretation

Video Remote Interpretation (VRI)

? I need transcripts of interviews or focus groups.

RECOMMENDED
SERVICE

Research Transcription

Qualitative research often depends on accurate transcripts for coding, analysis, reporting, and publication. We transcribe recordings in English and many other languages, with the option to translate transcripts into English or another target language.

Common Documents Translated

- Participant interviews
- Focus groups
- Community listening sessions
- Ethnographic research
- Research recordings
- Qualitative analysis

Why this service?

Accurate transcription converts spoken conversations into searchable, analyzable text while preserving important participant responses for research analysis and documentation.

Related services

Qualitative Research Support

Translation of Transcripts

Medical Transcription



I need my research materials to be accessible to everyone.

RECOMMENDED
SERVICE

Accessibility Services

Accessible research materials help ensure participants with disabilities can access study information and participate more effectively. Accessibility services support inclusive research by making digital and multimedia content easier to use across a variety of formats.

Common Documents Translated

- Closed captioning
- Accessible PDFs
- Audio description
- Multilingual subtitles
- Voice-over
- Section 508 remediation

Why this service?

Accessible materials help reduce barriers to participation while supporting inclusive research practices and improving the usability of participant-facing content.

Related services

Multimedia Localization

Patient Education Translation

Clinical Trial Website Localization



I need to recruit participants from multilingual communities.

RECOMMENDED
SERVICE

Recruitment Material Translation & Cultural Adaptation

Successful recruitment starts with communication that participants understand and trust. Translating recruitment materials into participants' preferred languages—and adapting messaging when appropriate for cultural relevance—helps research teams expand outreach while maintaining the scientific intent of the study.

Common Documents Translated

- Recruitment flyers
- Community presentations
- Brochures
- Study websites
- Social media campaigns
- Email and SMS outreach

Why this service?

Language and culture both influence participant engagement. Professionally translated and culturally adapted recruitment materials can improve outreach efforts, reduce communication barriers, and help research teams connect with more diverse communities.

Related services

Community Engagement Materials

Clinical Trial Website Localization

Multimedia Localization

Interpretation for recruitment events

I need participants to complete surveys or questionnaires in another language.

RECOMMENDED
SERVICE

Survey & Questionnaire Translation

Accurate survey translation is essential for collecting reliable, meaningful data across multilingual participant populations. Whether your study uses electronic or paper-based instruments, professionally translated questionnaires help ensure participants clearly understand each question, reducing the risk of inconsistent or inaccurate responses.

Common Documents Translated

- REDCap surveys
- Patient-Reported Outcome (PRO) measures
- Quality of Life (QoL) questionnaires
- Participant intake forms
- Electronic data capture (EDC) forms
- Mobile health applications

Why this service?

Poorly translated surveys can introduce bias and compromise data quality. Professional translation helps preserve the intent of each question, improving response accuracy and consistency across study populations.

Related services

Linguistic Validation

Back Translation

Cognitive Debriefing

Translation Memory & Terminology Management



I need validated translations for research instruments.

RECOMMENDED
SERVICE

Linguistic Validation Support

Some research instruments require more than translation. Linguistic validation follows a structured methodology to help ensure questionnaires maintain conceptual equivalence across languages while remaining culturally appropriate for the target population.

Common Documents Translated

- Clinical Outcome Assessments (COAs)
- Patient-Reported Outcomes (PROs)
- Health-related quality-of-life instruments
- International clinical studies
- Validated research questionnaires

Why this service?

Linguistic validation helps preserve the scientific integrity of validated instruments by supporting consistency, participant comprehension, and cross-cultural equivalence throughout multilingual research.

Related services

Forward Translation

Reconciliation

Back Translation

Cognitive Debriefing

Harmonization

I need to verify that a translated document accurately reflects the original.

RECOMMENDED
SERVICE

Back Translation

Back translation is used to compare a translated document against the original source by independently translating the target-language version back into the source language. This process helps identify potential differences in meaning, omissions, or ambiguities and provides an additional level of review for participant-facing materials and research instruments.

Common Documents Translated

- Validating informed consent translations
- Reviewing participant questionnaires
- Supporting IRB or sponsor requirements
- International and multicenter clinical trials
- Clinical Outcome Assessments (COAs)
- Patient-Reported Outcome (PRO) instruments

Why this service?

Back translation is not intended to evaluate linguistic style or fluency. Instead, it serves as a quality assurance tool to assess whether the translated content accurately conveys the concepts and intent of the original document. It is commonly requested for regulated studies, validated research instruments, and sponsor-mandated documentation where conceptual equivalence is essential.

Related services

Linguistic Validation

Survey & Questionnaire Translation

Cognitive Debriefing

Scientific & Medical Editing

Informed Consent Translation



I need to translate my study website or eConsent platform.

RECOMMENDED
SERVICE

Clinical Trial Website & Multimedia Localization

Digital research experiences should be as accessible and understandable as printed materials. Localization adapts participant-facing digital content for different languages while preserving functionality, usability, and the overall participant experience.

Common Documents Translated

- Clinical trial websites
- Participant recruitment portals
- eConsent platforms
- Patient portals
- Educational videos
- Interactive participant materials

Why this service?

Localized digital content helps participants navigate study information more confidently while improving accessibility and engagement throughout the research journey.

Related services

Multimedia Consent Localization

Subtitle & Voice-over Services

Accessibility Services

Research Document Translation

I need to provide educational materials throughout the study.

RECOMMENDED
SERVICE

Patient Education Translation

Participants often receive educational materials before, during, and after their involvement in a study. Providing these materials in the participant's preferred language supports understanding, adherence, and continued engagement.

Common Documents Translated

- Study instructions
- Medication guides
- Follow-up information
- Appointment reminders
- Newsletters
- Participant communications

Why this service?

Participants who clearly understand study expectations are better equipped to follow study procedures and remain engaged throughout the research process.

Related services

Research Communications

Accessibility Services

Multimedia Localization

Research Document Translation

I need translated documents that are ready for IRB submission.

RECOMMENDED
SERVICE

IRB-Ready Translation Packages

Preparing multilingual documents for Institutional Review Board review often involves more than translation. IRB-ready packages include the supporting documentation needed to simplify submission and maintain clear document history throughout the study.

Common Documents Translated

- Initial IRB submissions
- Protocol amendments
- Updated informed consent forms
- Continuing review submissions
- Regulatory documentation

Why this service?

Providing organized, well-documented translation packages helps streamline the review process and reduces the administrative effort required to manage multilingual study documentation.

Related services

Informed Consent Translation

Certified Translation

Scientific & Medical Editing

Regulatory & Compliance Support



I need to manage language services across an ongoing study.

RECOMMENDED
SERVICE

Dedicated Research Project Management

As studies expand across multiple sites, languages, and document versions, coordinating language services becomes increasingly complex. A dedicated project manager centralizes communication and oversees translation and interpretation activities from study initiation through closeout.

Common Documents Translated

- Coordinating multilingual studies
- Managing translation requests
- Scheduling interpreters
- Tracking document revisions
- Supporting protocol amendments
- Monitoring project timelines

Why this service?

Centralized project management helps improve efficiency, maintain consistency across study materials, and reduce the administrative burden on research teams.

Related services

Interpreter Scheduling & Coordination

Secure Client Portal (Cogo)

Reporting & Analytics

Regulatory & Compliance Support



I need consistent terminology across all study documents.

RECOMMENDED
SERVICE

Translation Memory & Terminology Management

Large research studies often generate hundreds of documents over several years. Translation Memory (TM) and terminology management help ensure key medical terms, product names, procedures, and study-specific language remain consistent across every translation.

Common Documents Translated

- Multi-site clinical studies
- Longitudinal studies
- Protocol amendments
- Investigator brochures
- Participant materials
- Regulatory documentation

Why this service?

Maintaining consistent terminology improves translation quality, reduces unnecessary revisions, and creates efficiencies as new study materials are translated over time.

Related services

Research Document Translation

Scientific & Medical Editing

Desktop Publishing (DTP)

Dedicated Research Project Management

I need language services that meet regulatory and security requirements.

RECOMMENDED
SERVICE

Regulatory & Compliance Support

Clinical research requires language service providers that understand the importance of confidentiality, security, and regulatory compliance. Our workflows are designed to protect sensitive information while supporting the documentation requirements common to clinical research.

Common Documents Translated

- Clinical research documentation
- Secure file exchange
- Protected participant information
- Good Clinical Practice (GCP) documentation
- Multi-site research studies

Why this service?

Secure, compliant workflows help research teams confidently manage multilingual projects while protecting sensitive information and maintaining appropriate documentation practices.

Related services

HIPAA-Compliant Workflows

Secure Client Portal (Cogo)

Certified Translation

Dedicated Research Project Management

I need a long-term language partner for multiple studies.

RECOMMENDED
SERVICE

Comprehensive Research Language Support

Many CTSIs support multiple research teams, departments, and studies simultaneously. Rather than managing language needs on a project-by-project basis, a comprehensive language support program provides centralized access to translation, interpretation, accessibility, transcription, localization, and reporting services through a single partner.

Common Documents Translated

- Supporting multiple concurrent studies
- Managing multilingual research portfolios
- Tracking language service utilization
- Coordinating interpreters across departments
- Monitoring translation projects
- Standardizing multilingual workflows

Why this service?

A centralized language program simplifies operations, promotes consistency across studies, and provides research teams with a scalable solution as language needs evolve over time.

Related services

Research Document Translation

Medical Interpretation

Accessibility Services

Transcription

Project Management

Reporting & Analytics

Secure Client Portal (Cogo)