



A leading not-for-profit healthcare provider needed a language services partner who could translate large volumes of graphic-heavy material on an ongoing basis. Drawing from our global network, TransPerfect assembled a team of specialized medical linguists who could complete the translations according to the strict regulations of the healthcare community. Additionally, TransPerfect created a document library of past projects, centralizing the translation process and generating substantial cost savings for the client.

The Client

Sutter Health is one of the nation's leading not-for-profit networks of community-based healthcare providers, delivering high-quality care in more than 100 Northern California communities. Sutter's numerous affiliates include hospitals, philanthropic foundations, clinical trial locations, and research institutes. As the regional leader in infant deliveries, neonatology, orthopedics, pediatrics, and cancer care services, Sutter treats several million patients each year.

The Challenge

Primarily serving diverse communities, Sutter regularly has a pressing, large-scale need for the translation of various documents, from patient forms and marketing collateral to clinical documentation and legal and educational materials. To choose a language services provider that could effectively meet its needs, Sutter developed a rigorous review process led by a twenty-member selection committee. Sutter's main objective was twofold:

- a) Centralize the translation process and
- b) Prevent unnecessary costs resulting from duplicate translations.

The company's primary challenge was to identify a full-service localization provider that would maximize efficiency by streamlining processes while maintaining the necessary level of quality for medical translations.

The TransPerfect Solution

With a network of over 4,000 linguists and subject-matter experts, TransPerfect was uniquely equipped to handle healthcare-related translations of all the languages Sutter encountered, including Chinese, Hmong, Korean, Punjabi, Russian, Spanish, Tagalog, and Vietnamese. And through our in-house desktop publishing department, we were able to maintain full formatting and aesthetic quality for all of Sutter's marketing material and graphic-intensive documents.

To accomplish Sutter's goal of streamlining processes and maximizing efficiency, TransPerfect developed a document library that allows Sutter employees to search a database of past projects to determine whether a document has already been translated. Using this tool, Sutter avoids submitting previously translated materials and, as a result, realizes significant cost savings. Moreover, the company has achieved significant progress in centralizing translations as well as success in its focus on greater cultural appropriateness.

TransPerfect continues to provide Sutter Health and its numerous affiliates with comprehensive language services, from translation, editing, and proofreading to multilingual desktop publishing.