



**Human Subject Protection Program
Investigator Guidance
May 26, 2020**

CHLA Requirements for Certified Translations and Use of Interpreters for Human Research and Clinical Trials

CHLA Policy

CHLA Policy ADM-143.0: Communication Assistance details specific requirements for certified translation of written communication and who may serve as an interpreter.

CHLA Policy requires certified translation of written consent forms and other research materials provided to research participants and their families. Certified translations can be done in-house at an hourly rate, or externally from a list of CHLA approved translation vendors. CHLA requires qualified interpreters for verbal communication.

- CHLA Policy [ADM-143.0: Communication Assistance](#)
- CHLA Policy [HR-23.0: Bilingual Assessment and Training Program](#)

Definitions

- **Translation:** Translation refers to written communication activities.
- **Interpreting:** Interpreting refers to verbal communication.
- **Qualified Interpreter:** Qualified interpreters can be CHLA certified medical interpreters, CHLA qualified interpreters, or contracted agency interpreters
- **Bilingual Employee:** A bilingual employee is someone who has taken the CHLA Language Proficiency Assessment and scores 3 or higher.
- **Certified Medical Interpreter:** Refers to someone who has gone through the examination process of national certification to become a Certified Medical Interpreter. CHLA Language and Culture Specialist team are all Certified Medical Interpreters.
- **Certified Translation:** Translation of written communication by a certified translator.

Options for the Use of Interpreters

- CHLA allows bilingual employees to obtain consent from participants for research. For example, a member of a study team with IRB consenting privileges who speaks English and Spanish can obtain consent from a Spanish speaking participant.
- CHLA allows certified medical interpreters to serve as an interpreter for a consent discussion. For example, an investigator speaks English, a participant speaks Spanish, and a certified interpreter who speaks English and Spanish interprets the conversation between the investigator and the participant.

Options for Use of Phone or Video Interpreters

- Over the phone interpreting: Investigators can call Cyacom (16454) or Language Link (26454).
- Video remote interpreting: CHLA Diversity Services will load an “App” on an iPad or other device.

How to Become a CHLA Bilingual Employee

- CHLA faculty and staff members who are interested in becoming a CHLA bilingual employee should review CHLA Policy HR-23.0: Bilingual Assessment and Training Program and then contact Diversity Services (languageassessment@chla.usc.edu) for specific details about taking the CHLA Language Proficiency Assessment.
- You will need to complete an application and provide your availability for testing (days and time). Assessments are conducted Mon- Fri from 8am- 2:30pm (based on vendor’s availability), at every 30-minute interval. Each candidate will need to come to the Diversity Services department and participate in a 25-30 minute over the phone verbal assessment through the CHLA vendor.

Contact Information for CHLA Diversity Services

- General Questions: Call 12596
- Translation Services: Email translationrequest@chla.usc.edu
- Language Proficiency Assessment: Email languageassessment@chla.usc.edu or call 13764