

## Written Translation Services

Care New England uses Horton Interpreting and Translation Services, Inc. for all written translations. Horton Interpreting and Translation Services, Inc. provide dependable and accurate translations in over 200 languages.

### Translation Requests

Effective April 15, 2021, each department is responsible for submitting their own written translation requests. Email your request to Project Manager ([projectmanager@language-link.com](mailto:projectmanager@language-link.com).) Copy and paste the template below into the body of an email, complete all fields, and attach your document(s) to the email.

#### Subject line: Translation Request

#### Email body:

##### Translation request:

- Requestor: \_\_\_\_\_
- Department: \_\_\_\_\_
- Operating Unit: \_\_\_\_\_
- Instructions: \_\_\_\_\_ \*

*\*Example - Translate the attached document into Spanish and Portuguese.*

- Other - For Horton use only:
  - CNE Accounts Payable – Invoice Submission: [apinvoice@CareNE.org](mailto:apinvoice@CareNE.org)
  - CNE Accounts Payable – Invoice Inquiry: [apinquiry@CareNE.org](mailto:apinquiry@CareNE.org)

#### Attachment(s):

- Attach item(s) to be translated to the email.
- Documents should be sent as an editable Microsoft Word document whenever possible.

### Translation Quotes

If you would like a written translation price quote, please send the information just as you would for a translation request (see above), but request a price quote only.

### Translation Invoices

The cost of written translation services is the responsibility of the department requesting the service. On a monthly basis, Accounts Payable will distribute invoices received from Horton to the person who requested the translation. Each requestor will be responsible for approving, coding, and returning the invoice to Accounts Payable. If you receive an invoice, but are not authorized to approve it, please forward the invoice to the appropriate manager for approval and copy Deborah Peckham ([DPeckham@CareNE.org](mailto:DPeckham@CareNE.org)) in Accounts Payable.



## Translation Invoices (continued)

To approve an invoice for payment, write the following information (including codes) directly on the invoice and return it to Accounts Payable ([DPeckham@CareNE.org](mailto:DPeckham@CareNE.org)):

- **Approve to pay:**
  - **Operating Unit (OU) Code:** \_\_\_\_\_
  - **Accounting Unit (AU)/Department Code:** \_\_\_\_\_
  - **Account Code:** 62150 - Purchased Services
  - **Activity Code (if applicable):** \_\_\_\_\_

If you have questions about coding invoices for payment, please contact Deborah Peckham ([DPeckham@CareNE.org](mailto:DPeckham@CareNE.org)) in Accounts Payable.

## Research Translations for IRB Reviewed Studies ONLY

For the current, institutionally approved options for research translation services, please visit IRBNet.org (Forms and Templates library/05f. How to Translations).

The IRB Department Approval Sign-off sheet should be sent directly to the translation company for approval/sign off, if the company does not offer a Certificate of Translation. Alternatively, request a Certificate of Translation from the translation service, if that is an available option.

## Operating Unit Contacts

If you have questions, contact the appropriate person below.

- Butler Hospital: [Carolyn Walsh, Stephanie Rendina](#)
- Kent Hospital: [Brydie Thomasian](#)
- Women & Infants Hospital: [Melissa O'Donnell](#)
- The Providence Center: [Donna Richard](#)
- Outpatient Services on Memorial Campus: [Judy Amaral](#)
- VNA of Care New England: [Lois Hamilton](#)
- Care New England Medical Group: [Judy Amaral](#)