All study-related documents seen or utilized by non-English speaking subjects require a translation and IRB approval. The translation service must provide a certificate of translation validating the translation as true and accurate.

For non-Sponsored studies or Sponsored studies where the Sponsor or central IRB will not provide translation of the study document and Banner resources are being used, you are required to use the Banner translation service. Per Banner Health policy #1195 version 15 titled Qualified Interpreters:

If there is a sponsored clinical trial and the sponsor is obtaining the translation of the IRB-approved English consent from the IRB of record or some other reputable vendor, it does not need to go through Banner translation services.

If the study is a Sponsored study, the Sponsor’s permission must be obtained for the translation process as they will be responsible for the cost of the translation.

Once the study documents that will require translation are approved in English by the IRB, please follow the following steps to get documents translated through the Banner Translation Service.

Translation requests are submitted depending on the type of request.

For translations needed for **Forms and Consents**, submit through the Banner Service Hub (instructions below). For researchers who are **unable** to use Service Hub (only those with a Banner login can access), send the translation request to [BHHIMSSystemFormsSpecialists@bannerhealth.com](mailto:BHHIMSSystemFormsSpecialists@bannerhealth.com).

A **Form** is any document that:

* Has a barcode on the document - usually with an assigned number and a name under the barcode.
* Requires the signature of the patient, the provider or the nurse.
* Has patient information provided by the patient that is part of the patient’s EMR and will be scanned into Cerner.
* Any consent forms.

For translations for all other documents, email the request to [marili.crichton@bannerhealth.com](mailto:marili.crichton@bannerhealth.com). Additional (non-Form) documents may include:

* Patient recruitment materials (brochures, marketing materials, etc.)
* Patient education materials containing information or instructions pertinent to the patient’s health
* Patient letters regarding hospital issues, treatment, insurance, etc.
* Signage, hospital signs, unit signs, etc.

To request translations of **Forms and Consents** through Service Hub, go to <https://svcnowprod.service-now.com/sp/>.

1. In Service Hub, Select Catalogs at the top of the page then select HIMS > EHR Forms > Clinical eForm > Translation.
2. It will ask you if your form is an approved Banner form, answer yes but make sure you indicate it’s for Research in the Brief Description. In the description, you will also need to specify that you will require a certificate of translation that mentions the exact name of the document(s).
3. Explain the reasoning behind your request (if it is a language other than Spanish), which language is requested, and list the cost center to charge
4. Once the Translation and Translation Certificate are received, the translation must be IRB-approved before it is used with subjects. The Translation(s) and Translation/Validation Certificate(s) must be included in IRB submission.

**FAQs:**

1. Do we need to use Banner’s translation service if we are not physically consenting at Banner?
   1. If consenting is not occurring at Banner AND the consent forms will not be uploaded into Cerner, then use of Banner’s translation services is not required.
2. What are the costs?
   1. The total cost and time will be determined on a case by case basis. Typical cost averages about $30/page. Minimum cost is $100
   2. There will be a 25% charge for rush translations.
3. How long do translations take?
   1. The total cost and time will be determined on a case by case basis. The requestor will be asked to approve the cost of the translation before proceeding and provide Cost Center information for payment.
   2. Any translation request will take a minimum of 48 to 72 hours to process after approval of the quote.