

DRAFT Cincinnati Children's Translation Style Guide

2018-01-31

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General

1. For languages which use Latin script:

- a. Keep the names *Cincinnati Children's*, *Cincinnati Children's Hospital*, *Cincinnati Children's Hospital Medical Center*, and *GetWellNetwork* in English.
 - i. If space permits, replace *CCHMC* with *Cincinnati Children's*. Otherwise leave it in English.
- b. On first mention, medication names and Cincinnati Children's departments and divisions are translated, followed by the English name in parentheses. Subsequent mentions use the translation only.
- c. Translate campus names, e.g. *Main Campus* and *Liberty Campus*. Note that many campus names, e.g. *Burnet* in *Burnet Campus*, *Mason* in *Mason Campus*, *Liberty* in *Liberty Campus*, *College Hill* in *College Hill Campus*, and *Oak* in *Oak Campus*, refer to neighborhoods or streets and therefore should remain as-is.

2. For languages which do not use Latin script:

- a. On first mention, medication names, *Cincinnati Children's*, *Cincinnati Children's Hospital*, *Cincinnati Children's Hospital Medical Center*, *GetWellNetwork*, departments, divisions, and campus names are translated, followed by the English name in parentheses. Subsequent mentions use the translation only.
 - i. Note that many campus names, e.g. *Burnet* in *Burnet Campus*, *Mason* in *Mason Campus*, *Liberty* in *Liberty Campus*, *College Hill* in *College Hill Campus*, and *Oak* in *Oak Campus*, refer to neighborhoods or streets and therefore should be transliterated, not translated.
 - ii. If space permits, replace *CCHMC* with the translation of *Cincinnati Children's*. Otherwise leave it in English.
3. Location letters (e.g. *D* in *Location D*), building names, and addresses in the United States remain in English.
 - a. Many Cincinnati Children's buildings are named with letters such as *Location D*. Specific floors in those buildings are referred to with the building letter and floor number, e.g. *D2*.
4. For all HIM and HIC barcoded documents (Note: the barcode in the footer is not usually displayed in Word. Instead, something like **DTM1234** is displayed.):
 - a. Make the titles bilingual.
 - b. Add *THE ENGLISH VERSION OF THIS DOCUMENT IS FOR REFERENCE PURPOSES AND MUST BE INCLUDED IN THE MEDICAL RECORD* above the header on the first page in English only, centered, 8 pt. Times New Roman, regular.
 - c. Add the ISO 639-1 Code of the target language after the form ID in the left side of the footer, e.g. *J1194-AR* for the Arabic translation of form *J1194*.
 - d. Ensure the HIC date below the form ID matches the source document, even when using a template with a different date.
5. Ensure no essential elements are closer than one quarter inch to the edge of the page.
6. Whenever a form has a signature line labeled *Witness*, make that label and any additional corresponding labels (e.g. *Date*) bilingual. Witnesses usually only speak English but are

often asked to sign translated forms to indicate they were present when the form was signed by a limited English proficient person.

7. Always translate text embedded in images. This may be done by overlaying text boxes or editing the image in Photoshop. When this cannot be done cleanly, contact the project manager for further instructions.
8. Dates: In English source documents, dates will likely be written month/day/year. In translations, when not limited by space, spell out the month, e.g. *August 7, 2015* instead of *8/7/2015* or *7/8/2015*. Do not write *August/7/2015* or *7/August/2015*. When limited by space, use the ISO 8601 date format: year (four digits), month (two digits) and day (two digits), e.g. *2015-08-07*.
9. Whenever something isn't clear, or sounds potentially inappropriate when translated, ask for clarification.
10. When translating *Knowing Notes*:
 - a. Keep the following elements of footer in English: number (e.g. *KN0123*), copyright notice (e.g. *©2016 Cincinnati Children's Hospital Medical Center*) and revision date (e.g. *01/16*).
 - b. When the logo indicates the *Knowing Note* is for Home Care, add the title in English to the header of the translation on all pages, right justified (left justified for right-to-left languages), 8 pt. Arial, regular.
11. When translating *Health Topics* (*Health Topics* usually include *HT* in the file name. If you are unsure if a document is a *Health Topic* or not, ask.):
 - a. Add *Health Topic: Title - Language* in English to the footer of the translation, right justified (left justified for right-to-left languages), 8 pt. Arial, regular, e.g. *Health Topic: Hearing Loss - Spanish*.
 - b. Keep the revision date exactly as it is written in English, i.e. month/year.
12. For translations into English, add *Translated by Cincinnati Children's* to the footer of the translation, right justified, 8 pt. Arial, regular.
13. For citations on References pages at the end of documents, keep everything as-is, but add a

translation of the title in [brackets] after the English title.

14. Leave sections labeled *For office use only* in English. Make the label *For office use only* bilingual.
15. Only convert measurements when they are used as approximations in prose, e.g. “ten feet away,” “a couple miles,” “a few pounds,” etc.
16. When clearly referring to a location, translate *Base* as *Main Campus*.
17. Except the main Cincinnati Children's page *www.cincinnatichildrens.org*, check all URLs to see if they are available in the target language. If yes, use the appropriate URL for the target language. If no, add (*only available in English*) after the URL. For example, add the translation of (*only available in English*) after *www.cincinnatichildrens.org/experiencesurvey* since that page is not available in any other languages.
18. Do not translate Cincinnati Children's letterhead.
19. Do not translate text which is not in the source language, e.g. Arabic text in the source document of an English-to-Spanish translation.

Specific Languages

At the moment, there are specific style guidelines for the following languages:

Arabic

1. The following terms must be translated as follows:

Cancer and Blood Diseases Institute

مركز أمراض الدم والسرطان

Munch & Mingle

جلسة إجتماعية

Cincinnati Children's Hospital Medical Center

مركز مستشفى سينسيناتي للأطفال الطبي

Cincinnati Children's Hospital

مستشفى سنسیناتي للأطفال

RN

ممرضة مجازة

APRN

ممرضة ممارسة

Guest Services

مكتب الضيافة

Family Update

نشرة الأخبار لهذا الأسبوع

Best Upon Request

الأفضل عند الطلب

Destination Excellence

المكتب الدولي

Family Resource Center

مركز موارد الأسرة

Location (e.g. Location D)

مبنى

concourse

الباحة الرئيسية

Welcome Center

مركز الاستقبال

Bowel Management Program

برنامج علاج التحكم في الأمعاء

blood cell

كرات كريات

2. For times, rather than using only AM (صباحاً) and PM (مساءً), use ظهراً, ليلاً and عصراً when appropriate.
3. Unless instructed otherwise, use Western Arabic (European) numerals instead of Arabic-Indic (Eastern Arabic/Indian) numerals in translations.
4. When space does not permit translating credentials into Arabic, use the English abbreviations.
5. In patient medication calendars, the name of the month should be bilingual with the English in parentheses.
6. Do not use optical kerning in Adobe InDesign, Adobe Illustrator or any other desktop publishing software.
7. Replace Microsoft Office form field checkboxes with the Unicode ballot box character: ☐ (U+2610) or ☒ (U+2611).
8. When translating the *Cancer Program Family Update*:
 - a. Keep the date range above the Events and Activities list on page 2 in English so staff can easily tell when the document is outdated.
 - b. For this list of doctors at the bottom of page 2, use the female version of the title for females.
9. When translating from Arabic to English, any Hijri dates should be converted to Gregorian dates followed by the Hijri date in parentheses.

Chinese (Simplified)

1. Translate *Cincinnati Children's Hospital Medical Center* as 辛辛那提儿童医院医疗中心.
2. Make names of states bilingual, e.g. 俄亥俄 (Ohio).
3. Write language code as ZHS.

Chinese (Traditional)

1. Translate *Cincinnati Children's Hospital Medical Center* as 辛辛那提兒童醫院醫療中心.
2. Make names of states bilingual, e.g. 俄亥俄 (Ohio).
3. Write language code as ZHT.

Hebrew

Translate *Cincinnati Children's Hospital Medical Center* as החולים בית של הרפואי המרכז בסינסינטי לילדים.

Italian

Use angular quotation marks (« »), reserving double (“ ”) quotation marks for nested quotes and single (‘ ’) quotation marks for twice-nested quotes.

Nepali

Translate *Cincinnati Children's Hospital Medical Center* as सिन्सिनाटि बाल अस्पताल मेडिकल सेन्टर.

Russian

Translate *Cincinnati Children's Hospital Medical Center* as Медицинский центр детской больницы Цинциннати.

Spanish

1. Our electronic medical record system does not support spaces, hyphens or diacritics in names. To account for this:
 - a. Add missing diacritics to common names.
 - b. When it's clear that a surname on a source document is actually a paternal surname and maternal surname joined without a space, separate and capitalize the surnames in the translation, e.g *García Rodríguez* as the translation of *Garciarodriguez*.
2. The following terms must be translated as follows:

Concourse

Pasillo principal

Location (e.g. Location D)

Área

Emergency Room

Sala de Emergencia

Emergency Department

Sala de Emergencia

Destination Excellence

Programa para Pacientes Internacionales

Child Life Specialist

Especialista en Vida Infantil

Chile Life

Vida Infantil

DDBP (Division of Developmental and Behavioral Pediatrics)

División de Pediatría del Desarrollo y Comportamiento

BMCP (Division of Behavioral Medicine and Clinical Psychology)

División de Medicina del Comportamiento y Psicología Clínica

Day Hospital

Hospital de Día

3. Use *usted* except where the text is clearly addressed to a child. If you think *tú* would be more appropriate, for example in marketing materials, ask if we'd like to make an exception.
4. Use double (“ ”) and single (‘ ’) quotation marks only, never angular quotation marks (« »).