

# LETTER CRAFTS



## HEALTHCARE/INSURANCE TRANSLATION

### HEALTHCARE

Healthcare translation plays a crucial role in the healthcare industry by providing effective communication between patients and medical providers who speak different languages.



### PROJECT HIGHLIGHTS

- Industry: Healthcare and Insurance
- Languages: Chinese (CN), Japanese (JP), Korean (KOR), and Thai (TH)
- Content Type: Medical Documents
- Services: Translation, Editing, Proofreading, Linguistic Sign-Off (LSO)

### REQUIREMENTS & CHALLENGES

Our leading insurance client required the **translation of medical documents related to their mediclaim process**. This project involved translating content in **Chinese, Japanese, Korean, and Thai languages**. The challenge lay in the content's variability from individual to individual, as well as the absence of a pre-existing glossary.

# SOLUTION

- **Competent Medical Linguist Team:** We put together a highly skilled team of medical linguists to handle the translation process. Their expertise in medical terminology ensured accurate interpretation and translation of the content while adhering to industry-specific standards.
- **Three-Step Translation Process (TEP):** Our translation process followed a three-step approach, including translation, editing, and proofreading, performed by professionals proficient in the respective target languages. This comprehensive process ensured accuracy, clarity, and quality in the translated content.
- **Technical Glossary Creation:** Our translators created a technical glossary of medical terms specific to the project. To ensure accuracy, the glossary underwent validation by medical professionals, guaranteeing consistent terminology usage throughout the translations.
- **Quality Control (QC) Tools:** Our translators utilized quality control tools to identify and rectify errors or inconsistencies during the translation process. These tools aided in maintaining the highest standard of quality and accuracy in the translated medical documents.



## RESULT

- As a result of our implemented solutions, **individual documents pertaining to claims were successfully translated and submitted.** This translation project ensured accurate communication and understanding of medical information.
- This project exemplifies the importance of a **competent team of medical linguists, a comprehensive three-step translation process, the creation of a technical glossary validated by medical professionals, and the use of quality control tools** in achieving precise and reliable translation of medical documents for insurance claims processing, **all of which can be found at Letter Crafts.**



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