



# Undeniable

## Overcoming language barriers is mandatory today.

### Continual growth in Canadian multiculturalism is a challenge for the medical industry

Statistics Canada projects that one in three people in Canada will be a visible minority by 2031. Today, almost half of visible minorities are immigrants of South Asian and Chinese decent.

### Limited English speaking patients are concerned about the quality of care they will receive

There is strong evidence that patients feel language barriers compromise the effectiveness of their care and make positive outcomes more difficult.

### One-stop language services provider simplifies your life

We are your one-stop shop for your language services requirements - interpreting, translation, copy editing, desktop publishing, and more.

### Why not leverage our resources and experience the next time a need arises?

**GET A FREE QUOTE**

Interpreting  
[Interpreters@AllLanguages.com](mailto:Interpreters@AllLanguages.com)  
 416-975-5297

Translation  
[Translation@AllLanguages.com](mailto:Translation@AllLanguages.com)  
 416-975-5000



## Serving the medical industry since 1971

Certified to the world's highest standards  
 306-421 Bloor St. East, Toronto, ON M4W 3T1 • [www.AllLanguages.com](http://www.AllLanguages.com)



# Interpreting and translation services for the medical industry.



Reduce the risks associated with working in multiple languages.



Helping people communicate in over 120 languages. **45** 1971-2016





# Indispensable Interpreting Partner

Helping you keep pace while maintaining quality and exceptional service.

We work in over 120 languages



### Benefit from our medical knowledge and experience.

We know exactly what questions to ask in order to understand your needs and select the most highly qualified interpreter available.



### Reminder calls reduce missed appointments and save you time and money.

We can call the Limited English Speaking party a day or two before the appointment to remind them of the appointment as well as to confirm their attendance.



### Same-day interpreting services

We prefer at least 24 - 48 hours advance notice, but usually have no problem providing you with an interpreter on the same day, provided it is a common language.



### Good advice is provided by coordinators with decades of experience.

Our interpreting department is lead by a Director of Interpreting Services with over 20 years of experience; supported by coordinators with additional decades of combined experience.

#### Common medical settings:

- Assessments
- Counselling sessions
- Defence medicals
- Independent medical exams
- Neuropsychological exams
- Hospitals
- Nurse visits
- Occupational therapy sessions
- Orthopaedic appointments
- Psychological assessments
- Rehabilitation programs

#### World-class certification:

This certification follows the Canadian standard such that our interpreters have one or all of the following qualifications: post-secondary education, preferably a recognized degree in interpretation or a related field, the completion of a language proficiency test, and documented experience in the field.



## Emergency?

"QUICK CONNECT" LETS YOU REACH AN INTERPRETER IN LESS THAN A MINUTE.

FOR MORE INFORMATION ABOUT OVER-THE-PHONE INTERPRETING CALL

**416-975-5297**

[Interpreters@AllLanguages.com](mailto:Interpreters@AllLanguages.com)

## Translations you can trust

Quality, Speed, Price and Good Advice!



You want your translations to accurately communicate the facts and to contain the correct terminology and nuances. Our native-speaker language professionals will consistently deliver the results you need on time and on budget.

#### Types of medical materials we translate:

- Case report forms
- Clinical trials
- Company newsletters
- Healthcare leaflets
- Informed consent forms
- Instructions for use
- Medical letters
- Medical public notices
- Patient records
- Patient recorded outcomes
- Physicians' manuals
- Procedure guides
- Product information
- Questionnaires
- Rehabilitation reports
- Websites

#### Translators have subject matter expertise in:

- Geriatrics
- General medicine
- Haematology
- Infectious diseases
- Neurology
- Obstetrics and gynaecology
- Oncology
- Orthopaedics
- Paediatrics
- Pharmaceutical instructions
- Physiotherapy
- Psychiatry
- Rheumatology
- Surgery
- Toxicology
- Urology

#### Certified Translation Services



This new international standard for translation services, ISO 17100:2015, provides requirements for core processes, resources, and other factors necessary for the delivery of a quality translation service that meets applicable specifications. This standard encompasses all factors involved in providing the service, including quality assurance by a second linguist.

Developed under the auspices of the Canadian General Standards Board and approved by the Standards Council of Canada, this certification establishes and defines the process requirements for the provision of translation services. It harmonizes, where possible, with the provisions of ISO 17100:2015 and is strongly supported by l'Association de l'industrie de la langue/Language Industry Association (AILIA).

#### Manuals



We translate manuals accurately and efficiently in over 120 languages.

#### Documentation



**Notarized translation**  
Legal documents and medical certificates require an Affidavit of Verification

**General translation**  
We can meet all of your translation needs and provide Desktop Publishing Services to simplify the print production process. Website translation is also available.

#### Customizable



Every client is different. We can tweak our processes to meet your specific business goals.