



SMG®

STUDIO MORETTO GROUP

SMG®

UK TRANSLATIONS LTD.



STUDIO - INTERPRETI - MILANO

— 1990 —

SMG MEDICAL

SMG Medical is the brand of **translation services for the medical and pharmaceutical sector** by Studio Moretto Group, a multinational language services dedicated to excellence and continuous research.

Since 1996, we have supported companies and institutions by providing **innovative translation, editing and communication services in every language**, guaranteed by the international certifications ISO 17.100 and ISO 9001.

SMG Medical offers native speaker expert translators in offices around the world, cutting-edge technology and the strong desire to invest in your success.

A single solution to communicate with foreign audiences, promote your **international business** and manage multilingual content in real time via a **platform created especially for you**, as well as the ongoing support of our consultants.

LANGUAGE SERVICES

- ◆ Specialist translation
- ◆ Interpreting
- ◆ Terminology research
- ◆ Localisation
- ◆ Page-setting
- ◆ Subtitling
- ◆ Intercultural mediation
- ◆ Conference and simultaneous interpreting systems



CERTIFIED SERVICES



The ISO 17100 certification attests to the quality of our linguistic and translation services



The UNI 10574 certification attests to the compliance with the «Definition of services and activities of translation and interpreting companies»



The certification of compliance with the UNI 15038 Standard «Translation Services» attests to the quality of our translation services



Studio Moretto Group is certified by URS Italia, a company accredited by the European Accreditation Body UKAS

MAIN CLIENTS IN THE SECTOR

- GHT Alliance de Gironde Regional Hospital Group (FR)
- Italian Ministry of Health (IT)
- Bordeaux University Hospital (FR)
- German Red Cross (DE)
- Wolters Kluwer Health (IT)
- Charles Perrens Hospital (FR)
- Universitätsmedizin Greifswald (DE)
- Regional Health Authority of Tuscany (IT)
- Arcachon Hospital (FR)
- ATS - Metropolitan City of Milan (IT)
- Libourne Hospital (FR)
- Universidad Complutense de Madrid-Facultades de Medicina, Ciencias Biológicas y Ciencias de la Salud (ES)
- Cadillac Hospital (FR)
- Istituto Zooprofilattico Sperimentale (IT)
- ASL Brescia (IT)
- Amel Medical Division Srl (IT)
- Uvd Robots ApS (IT)
- FNOVI - Federazione Nazionale Ordine Veterinari Italiani (IT)
- Associazione Culturale ONLUS (IT)
- ASST Fatebenefratelli-Sacco (IT)
- Bioservice S.p.A. (IT)
- Consorzio Cliniche Odontoiatriche (IT)
- Fioair Srl (IT)
- Istituto Clinico S. Anna. S.p.A (IT)
- HSD Europe Srl (IT)
- General Topics Srl (IT)
- Italian National Institute of Health (IT)
- INAIL (IT)
- Kuraray Europe Italia Srl (IT)
- LM Medical Division Srl (IT)
- Medical Services Srl (IT)
- Medicus Mundi (IT)
- Mesa S.p.A. (IT)
- Spedali Civili di Brescia (IT)
- University of Brescia (IT)

ITALIAN MINISTRY OF HEALTH: SUPPORT AT THE HEIGHT OF THE COVID-19 EMERGENCY

In **December 2020**, at the height of the **COVID-19 crisis**, Studio Moretto Group began providing translation and interpreting services to the **Italian Ministry of Health**, supporting both European and international communication and relations in English, French, German, Spanish and Portuguese, as well as in Nordic, Slavic and Oriental languages.

The **highly professional** translators and processes employed by the SMG Medical brand have ensured optimal management of language projects, with particular focus on accurate **scientific terminology**, **the critical importance of content in the pandemic situation** and compliance with the **tight deadlines** imposed by the crisis. Although production restrictions during lockdown also had a profound impact on our company, we were able to guarantee the Ministry deliveries of **translations up to 2250 words within 24 hours of ordering** and we arranged specialist interpreting services, sometimes with just a day's notice.



- Translation peak of 550 pages
- Flexible and real time translations
- Client cost savings: 32%

ITALIAN MINISTRY OF HEALTH: G20 IN ITALY

At an exceptionally tense and historic moment for the whole world, communication by the Ministry required, as never before, absolute **precision and flexibility**: SMG Medical is proud to have met these requirements, partly thanks to the **organisation of work with continuous backup** to support all the translators, interpreters and project managers, with reinforcements to hand in the event of peak workloads or replacements for staff in self-isolation for COVID-19.

The peak workload was reached when the Ministry, satisfied with our work and with increasing volumes of **translation required for the G20**, requested an extraordinary conversion of the tender: from that moment on, we provided the Ministry of Health with English translations of institutional press releases, articles and news, **with peaks exceeding 120,000 words on urgent delivery**.



Our most frequently-used services include **translation of press releases, ministry website newsletters and columns** such as the famous "FAQ vaccines or COVID-19 Weekly Monitoring".



GHT ALLIANCE DE GIRONDE: THE MULTI-ETHNIC CHALLENGE OF A LARGE FRENCH HOSPITAL GROUP

Our well-established multinational presence and the terminology research that we regularly conduct in medical science qualify us to work in different countries, for clients both big and small.

In 2021, Studio Moretto Group signed a contract to provide translations for '**Alliance de Gironde' Hospital Group (GHT)**, a major French hospital complex. The translation service was intended, in particular, for the hospitals in Bordeaux, Perrens, Arcachon, Libourne and Cadillac, with **more than 30 languages guaranteed in combination with French**.

Major languages include: English (including Pidgin English, which includes Nigerian Pidgin English, Chinese Pidgin English, Hawaiian Pidgin English, Queensland Kanaka English, and Bislama), German, Albanian, Arabic, Armenian, Bulgarian, Cambodian, Chinese, Croatian, Spanish, Italian, Georgian, Macedonian, Mongolian, Urdu, Persian, Portuguese, Romani, Romanian, Russian, Tamil, Serbian, Syrian, Turkish, Vietnamese and Twi.



The Pidgin English variant consists of a **simplified speech form**, formed by one or more existing languages, used as the lingua franca by groups of speakers who have no other language in common.

In addition to the organisational effort required to manage a wide variety of languages, providing services for a large hospital group involved **very tight turnarounds**, as short as three to five hours.

SMG Medical met this challenge successfully because **it has a well-established network of trusted translators, even in rarer languages**, such as Romani or Twi, which is the result of the relationships that the company has built for over twenty years with individual translators and with representatives of the ethnic groups present in the countries in which it operates. Having a Romani translator available in three hours is not only the result of an economic promise, it is above all the **result of a human relationship built on respect**.

Punctuality and precision have always been values of our management, allowing us to meet customer needs by delivering translation that meets the highest standards in terms of quality and terminology and which, consequently, contributes to assisting the patient in all stages of their hospital stay.

- **Response within a few hours**

- **Over 30 languages guaranteed**



WOLTERS KLUWER HEALTH: TOP QUALITY BIOMEDICAL TERMINOLOGY

In the 2000s, we provided translation services to the Italian branch of the **Wolters Kluwer Health group**, leader in scientific and biomedical communication.

The services included in particular numerous **biomedical translations from Italian to English and vice versa**, placing particular emphasis on clarity of expression, **terminological accuracy** and remaining up to date with respect to the latest developments in international health.

In this regard, we carried out an interesting translation project for the **Twentieth International Congress on Thrombosis**, held in Athens in June 2008.

In addition to the client's request for economic efficiency, the main challenge of this project was the difficulty of the research required to identify the numerous **scientific studies referenced** in the texts **to be translated and to align our translation terminology to their standards**. The texts cited recent and past scientific research both explicitly and implicitly, for example *Advances in Drug Treatment of Atherosclerotic Diseases: Focus on Atorvastatin*, which required the recruitment within **our pool of translators veritable medical experts** who had first-hand experience on the subject and were thus familiar with the relative dialectic.

SMG Medical's translators and processes thus enabled us to complete all the translation projects in compliance with the required deadlines, quality criteria and budget.



- **Hyper-specialist terminology**
- **Client cost savings: up to 39%**

“Research to **identify the scientific studies** referenced and align the terminology of our translations to their standards”



REGIONAL HEALTH AUTHORITY OF TUSCANY: SCIENCE AND PUBLIC ADMINISTRATION

Since 2016, we have been providing **specialist language services to the Regional Health Agency of Tuscany**, the Italian social and health support and consultancy body of the Tuscany Region, translating into English, Spanish, French and German and completing transcription projects with **production peaks of 688,500 words with urgent delivery**.

Considering the official nature of the client's communication, SMG Medical guaranteed high **accuracy of medical and scientific terminology** in the translation of press releases, news and articles of both international and regional interest.

The projects included a large number of **internal scientific studies by the Regional Authority**, such as 'Prevalence and clustering of chronic diseases in Tuscany' and 'Study of the colonization and of the infections from multidrug-resistant germs in some nursing home residents of the Pisa area'.

Our twenty years' experience translating for numerous regional authorities and international regulatory bodies enable us to **combine seamlessly the language of science with that of public administration** and the social sector, to reproduce in a foreign language technically accurate texts that successfully render the nuances, implications and rhetorical images of the original, which are often important elements in political and administrative communication in medicine and science.



- **Translation peak of over 3,000 pages**
- **Client cost savings: up to 41%**

In the two-year period between 2020-2021, we translated articles and **releases on the COVID-19 pandemic**.



ASST FATEBENEFRAPELLI-SACCO: PATIENCE AND UNDERSTANDING FOR FOREIGN USERS

In 2018, we started providing **specialist translations and transcriptions of vaccination cards and certificates** for foreign users of the ASST Fatebenefratelli-Sacco, a local social and health authority in Milan. The main languages were French, English, Spanish, Arabic, Chinese, Romanian, Tagalog, Urdu, Albanian and Russian.

When translating for foreign users, **our team is required to apply specific confidentiality protocols**, as well as adopting **sensitivity**, patience and pro-activity - soft skills sometimes forgotten by work protocols but equally important in achieving excellent results.

The professionalism of SMG Medical **satisfied the client's needs, especially considering the peculiarity of the service**: translating vaccination cards and certificates for foreigners does not only mean transposing medical data, but also reconstructing the patient's vaccination history and sometimes deciphering very hard-to-read handwritten information.



- Over 1000 vaccination cards and certificates
- Support for foreign users
- Client cost savings: up to 58%

ISTITUTO ZOOPROFILATTICO SPERIMENTALE: OFFICIAL TRANSLATORS FOR A LARGE LABORATORY

The **translations** completed in accordance with the principles and the **specificity of medical language** are compliant with the **UNI EN ISO 17.100 standard**



Since 2013, we have provided **scientific translation services to the Istituto Zooprofilattico Sperimentale of Lombardy and Emilia Romagna**.

This advanced Italian institute deals mainly with the analysis of biological materials from animals, animal feed and food of animal and plant origin intended for human consumption.

We have completed **more than 100 projects** for this institute and the **production peaks reach 300 pages with delivery within a few days**. We translate material with **high scientific content** relating to the various health issues covered in the experiments and research by this large laboratory. For example, research theses, clinical trials, articles, scientific papers and texts on biology, veterinary medicine and hygiene.

The translations are rewarded by the satisfaction of the client, who receives a finished product that is linguistically accurate, true to the original and carried out in compliance with the regulations on the processing of sensitive data.

- Texts with high scientific content
- Translation peak of 300 pages
- Client cost savings: 38%





TRANSLATING YOUR **WORDS**
INTO A BETTER **FUTURE**



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