

Service Review

From: clinical-assist
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To: SAT China

Date: 01st April 2011

clinical-assist provides a complete support and consulting service to countless professionals in the clinical field.

We contracted the services of SAT China for one of our clients who urgently required an interpreter for initiation and monitoring visits at various locations around China

As a last minute request, we were extremely pressed for time.

SAT China were extremely quick to respond, communicating during British office hours for our convenience (despite the 8 hour time difference)

SAT China understood our needs perfectly, and were able to provide an experienced interpreter with sound medical knowledge to accompany our client on his 9-day visit to many cities around the country. They were able to arrange all this within 48 hours - and with only 3 days notice before their services were required.

SAT China even offered to arrange all transport and accommodation on our behalf.

The interpreter, Linda, was very professional and well presented. She spent the travel time reviewing clinical terminology used in the client's protocols and investigator brochures, to enable her to provide the best possible service.

Communicating with the local staff at trial sites was an effortless task thanks to Linda, and she also proved to be good company and had detailed knowledge of the various cities visited, which she was happy to share with our client.

clinical-assist has been very impressed with the level and quality of service provided by both Linda and SAT China. We will definitely use them again in the future, and would happily recommend them to anyone looking for interpreting services around China.

Client Support Team
clinical-assist
England