Multilingualism on the EMA website and in external communications

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Presented by
Monika Benstetter
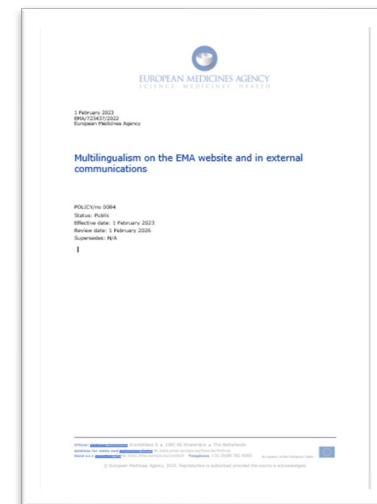Head of Media and Public Relations

Scope of the policy

Commitment to provide information about medicines to patients, healthcare professionals and the public is at the heart of EMA's public health mission.

The policy:

- addresses the use of other EU languages than English when publishing information relating to medicines, EMA's work, public consultations, social media activities and responses to enquiries from the public and the media;

- explains in which languages EMA publishes information on its website and for what types of situations;

- defines priorities and criteria for translation;

- takes into account recommendations of the European Ombudsman.

Priorities for translation

- The decisions on translating content from the original language (mainly English) into other official EU languages is based on **the impact and relevance of the information** for stakeholders and the public.

- Priority is given to:

  - information on medicines targeted at patients, healthcare professionals and the wider public;

  - corporate information relevant for a broad audience.

- EMA aims to provide equal treatment to all EU languages other than English.

Information about medicines on the EMA website

Information on human medicines available in all official EU languages*

- Product information for centrally authorised medicines, incl. the package leaflets.

- Lay language overviews for centrally authorised medicines.

- Q&As about refusals and withdrawals of applications for marketing authorisation and extensions of indication.

- Information about major reviews of medicines (referrals).

Information on veterinary medicines available in all official EU languages

- Information about centrally authorised veterinary medicines, incl. the product information and authorisation details in official EU languages, is published on the **Veterinary Medicine Information website** for both centrally and nationally authorised medicines for animals.

***Some of the information is also available in Icelandic and Norwegian*

Technical information in English only

- A large proportion of the content on EMA's website is technical information, generally aimed at the pharmaceutical industry, which operates globally in English.

- English is the language in which standard terminology is available and used internationally.

- Publishing this information in English reduces the risks for misunderstandings and mistakes that could arise if highly technical information, often subject to regular changes and revisions, was translated in all EU languages.
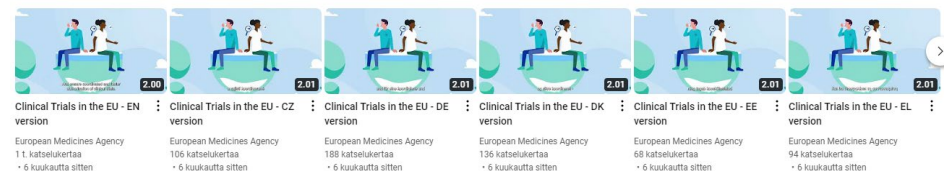
Use of EU languages in external communication with the public and the media

EU languages in external communications

- **Enquiries** received in any EU language will be answered in the same language within a reasonable time frame, no later than two months from date of receipt.

- When journalists request an urgent response, EMA replies to them in English.

Other uses

- Contributions to **public consultations** are accepted in all EU languages.

- When possible, consultation documents are translated into EU languages.

- **Audio-visual content** may be published with subtitles or voice-overs in EU languages.

Clinical Trials in the EU - EN version
European Medicines Agency
1 t. katselukertaa
· 6 kuukautta sitten

Clinical Trials in the EU - CZ version
European Medicines Agency
106 katselukertaa
· 6 kuukautta sitten

Clinical Trials in the EU - DE version
European Medicines Agency
188 katselukertaa
· 6 kuukautta sitten

Clinical Trials in the EU - DK version
European Medicines Agency
136 katselukertaa
· 6 kuukautta sitten

Clinical Trials in the EU - EE version
European Medicines Agency
68 katselukertaa
· 6 kuukautta sitten

Clinical Trials in the EU - EL version
European Medicines Agency
94 katselukertaa
· 6 kuukautta sitten

Making translated information more prominent on the EMA website

- The policy is published on a new **webpage**, available in all EU languages, plus Icelandic and Norwegian.

- The page provides further information on the Agency's multilingual approach and helps users to access translated content on the EMA website via links and visual cues (as featured).

Developing our multilingual approach

- The policy lists the items EMA publishes in official EU languages. The list will be updated as necessary, considering feedback from stakeholders and audiences.

- EMA is committed to further develop and improve its multilingual approach to ensure that the information of most interest to the public is available in languages other than English, as appropriate.