

# ISMETT

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To:  
Lola Bendana  
IMIA President

Palermo, December 12, 2011

Dear Ms. Bendana,

I have been informed that the International Medical Interpreters Association has granted a Certificate of Appreciation to ISMETT for hosting the Italy Chapter Symposium on Nov. 29, and a 1-year membership with the IMIA as an Interpreter Services Provider.

First of all, let me thank you very much for having honored us with these important awards. We are grateful to have received these acknowledgements, as we know that the IMIA, like ISMETT, is committed in promoting the establishment of professional interpretation and translation services in the healthcare setting, which in turn increases patient's safety.

In addition, I also wish to thank you for having held a very interesting symposium. In fact, I have heard very positive feedbacks on the presentations that you, Ms. Izabel Arocha, and Mr. Oscar Arocha have delivered at our hospital. In this respect, I would be very grateful if you convey my appreciation to the other speakers too.

I hope that the collaboration between ISMETT and IMIA may thrive, with the common goal to achieve high-quality communication in the healthcare setting.

Please accept my best regards.



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Dr. Ugo Palazzo  
Director, Healthcare Activities

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