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QUOTE OF THE MONTH

*"Setting an example is not the
main means of influencing
others; it is the only means."*

--Albert Einstein

LETTER FROM THE PRESIDENT OF IMIA



Dear members,

May was a very active month for the IMIA. We actively co-organized in the 6th Annual National Medical Interpreter Certification Forum that took place in Tulsa, Oklahoma, on April 30, 2012. Leaders, advocates and other stakeholders in the medical interpreting industry travelled across the globe to convene. The event, which is a no-fee forum open to all hospitals, government agencies, interpreters and other stakeholders, included guest speakers and discussions that address the advancement of national certification, best practices in the profession and perspectives from industry leaders. Attendees shared advocacy updates, status of educational programs and new opportunities for involvement in shaping the future of medical interpreting. The event was attended by the mayor of Tulsa and several TV stations interviewed IMIA speakers and attendees, including Univision. Most important to our minds was the launch of the First Statement of Support National Campaign for Reimbursement of Medical Interpreters, where over 100 signatures were collected. To see this statement go to <http://www.imiaweb.org/advocacy/reimbursement.asp> and sign your support on the link provided! We need all the signatures we can get to continue this work and we will not stop until Medicaid and Medicare reimburses medical interpreters in all states.

We also held the Second National Administrators Symposium in Orange County with over 60 interpreter administrators from around the country. Christina Cordero, from the Joint Commission started off describing the patient-centered communication standards, and was followed by presentations on complex interpreter delivery systems. It was preceded by a great tour of UC Irvine Medical Center and followed by two IMIA Boot Camp classes with over 24 participants each. All in all we had over 100 participants to the 4-day event. IMIA will continue to work on being the home for Interpreter Service Providers (ISPs) by providing the ISP Division, bringing together non-profit, for-profit, and hospital interpreter service providers together, under one roof to discuss their specific needs.

We ended the month of May with the Third National Trainers Symposium in New York City on May 31 and June 1. It is the first time this symposium lasted two days, at the request of trainers who wanted to have a more interactive day balancing and information packed day. The IMIA Trainers Division has been a home for interpreter trainers for a few years now. The IMIA National Accreditation Standards for Training Organizations will be presented and feedback from trainers will be solicited before these standards are finalized. The symposium was followed by three IMIA Boot camps, on Saturday and Sunday, June 2&3 including one specifically for ASL interpreters. Please see the information of the events here <http://www.imiaweb.org/conferences/trainersympny.asp>.

All IMIA events presentations are available at <http://www.imiaweb.org/conferences/proceedings.asp>. In addition to these events the IMIA Executive Board held its Annual Retreat on May 5 and May 19, 2012. This retreat allows the board to review and discuss long term planning and goals for the organization. If you have any ideas or feedback for the IMIA Executive Board to consider, please do not hesitate to email me at president@imiaweb.org.

The IMIA is happy to announce that next year in addition to our Conference Jan 18-20, 2013 (save the date!) the annual Trainers and Administrators Symposia will be combined and offered at Duke University Medical Center in Durham, North Carolina in September 2013 (date to be finalized soon)!

Thank you for your continuous support.



All the best,

Lola Bendana

Lola Bendana
IMIA President

President@imiaweb.org



INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

JUNE 2012 ENews

NATIONAL CERTIFICATION



THE NATIONAL BOARD OF CERTIFICATION
FOR MEDICAL INTERPRETERS

URGENT: WE NEED PILOT PARTICIPANTS TO FINALIZE THE EXAMS!

The National Board of Certification for Medical Interpreters seeking Russian, Cantonese, Mandarin, Korean and Vietnamese. Candidates to Finalize Pilot. Candidates who are willing to take the pilot test in Boston, San Francisco, Los Angeles, Florida, Arkansas, Louisiana, Oregon, Maine, Massachusetts, Tennessee, Georgia and Washington State.

www.certifiedmedicalinterpreters.org

NATIONAL BOARD'S WEBINARS ON NATIONAL CERTIFICATION

Next Webinar:

Tuesday, June 19 at 3pm EST

To HEAR the webinar, access the Audio portion of the meeting, use your phone:

USA Toll-Free: (877) 336-1839

ACCESS CODE: 9024911

(International or USA Caller Paid Toll:
(636) 651-0008 ACCESS CODE: 9024911)

To SEE the presentation, access the Web portion of the meeting, use your computer and Internet Explorer is the most appropriate browser:

Web Meeting Address:

<https://www.connectmeeting.att.com>

Meeting Number: 8773361839

ACCESS CODE: 9024911

Procedures for the audio:

1. Dial in and wait until you are added to the call
2. Put your phone on mute by pressing *6 (to un-mute press *6 again)
3. Please do not place your phone on hold during the webinar

To view and download the latest presentation displayed during the our most recent Webinar series, please [click here](#). (The presentation is located at the bottom of the page at this link.)

Schedule for the monthly webinars:

(All times are Eastern)

Aug. 23, Thurs. 11 a.m.

Sept. 21, Fri. 4 p.m.

Oct. 22, Mon. noon

Nov. 27, Tues. 1 p.m.

Dec. 19, Wed. 11 a.m.

ABOUT THE NATIONAL BOARD OF CERTIFICATION FOR MEDICAL INTERPRETERS

The National Board of Certification for Medical Interpreters is a non-profit organization, founded by IMIA and LLS, formed from an independent group of industry professionals who represent all key stakeholder groups, including professional medical interpreters, trainers, employers, providers, and regulators. The National Board developed the first and most comprehensive national medical interpreting certification program to date. It serves as the certifying entity and has independent authority over all essential certification decisions.

www.certifiedmedicalinterpreters.org

NEWLY CERTIFIED INTERPRETERS

This list is based on information received from The National Board of Certified Medical Interpreters—these are the individuals who became Certified in March 2012. Congratulations!



Oscar Aguirre (FL)
Myrna Aguirre (FL)
Betty Batlle (NC)
John Cole (KY)
Henry Colindres (TX)
Ana Dagostino (MA)
Mikah Dusetta (CA)
Maritza Gibbs (MN)
Marisa Gillio (CT)
Rosario Gomez (MA)
Cynthia Hollbrook (GA)
Joung Hong (CA)
Yolanda Macias (MN)

Maria Ochoa (TN)
Ricardo Jorge P. Benros (RI)
Juliana Sacucci (OH)
Rachel Soto (MN)
Marta Velasco (MA)
Adalberto Villalobos (MN)

PLEASE NOTE: We are unable to list CHIs as we do not have the information. We are working with CCHI to obtain those reports.

The IMIA Strategic Plan calls for finding mechanisms to recognize medical interpreters who have taken the step of getting nationally certified.

In 2011, The IMIA Executive Board voted to offer each CMI or CHI interpreter a complimentary membership or extension of current membership for a year as a gesture of appreciation and recognition of their step to professionalize the field.

A Certified Interpreter (CI) Division was also created and we are currently looking for a chair and assistant chairperson for that division. We hope that CMIs and CHI members use this forum to work together in this division to promote medical interpreter certification worldwide and to promote that providers hire certified medical interpreters.

For questions about National Certification please contact:

The National Board of Certification
info@certifiedmedicalinterpreters.org
1425 K Street NW, Suite 350
Washington, DC 20005
765-MED-CERT or 765-633-2378
www.certifiedmedicalinterpreters.org

*"Go as far as you can see;
when you get there, you'll
be able to see farther."*

- J. P. Morgan

LANGUAGE RIGHTS CORNER

DHS PUBLISHES FIRST-EVER LANGUAGE ACCESS PLAN (APRIL 2012)

CRCL is pleased to announce the release of the DHS Language Access Plan (LEP Plan) to address the language needs of persons with limited English proficiency (LEP). This LEP Plan demonstrates our commitment to breaking down language barriers and providing meaningful access to homeland security programs and activities.

The release of the LEP Plan is the culmination of a year-long Department-wide effort to improve language access and integration, as required by Executive Order 13166. In leading this effort, CRCL collaborated with DHS Components to develop a robust language access plan and program. CRCL also engaged and received feedback from a number of community stakeholders and federal partners through our quarterly roundtables held in 13 cities across the country, and held listening sessions with advocacy groups who provided valuable insight on areas of improvement and innovative methods for language integration. Read about the Department's many activities in place to meet the needs of LEP persons. <http://www.dhs.gov/files/publications/crcl-201204-dhs-language-access-plan.shtm>

"To exist is to change, to change is to mature, to mature is to go on creating oneself endlessly. "

- Henri Bergson

HEALTHCARE DISPARITIES



Minority Births are New Majority

Among the roughly four million children born in the U.S. between July 2010 and July 2011, 50.4% belonged to a racial or ethnic group that in previous generations would have classified them as minorities, up from 48.6% in the same period two years earlier, the Census Bureau said Thursday. That was the first 12-month stretch in which non-Hispanic white children accounted for less than half the country's births. <http://on.wsj.com/JNJSg6>

LANGUAGE TECHNOLOGY

DICTIONARY.COM APP HITS 50M DOWNLOADS, MAKING IT ONE OF THE MOST POPULAR APPS AVAILABLE

Takes Word Dynamo to iPad for Mobile, Game-based Learning Experience

Word Dynamo combines proven study techniques with engaging games to enable students to grow their command of language at their own pace, complete homework faster, and improve test scores along with overall academic performance. Making it available via iPad adds an entirely new dimension to the ability of students to boost their performance, explains Lisa Sullivan-Cross, GM Learning, Dictionary.com <http://on.mktw.net/L3LkF0>



APPAHOLIC: HEBREW AT EVERY LEVEL

iScript Hebrew not only includes interactive tutorials on how to write both the block and script characters, it also includes detailed descriptions of the sounds of both letters and how to use the vowels. The numeric values of letters (Gematria) is also included. The best part is that all this information is broken down in a way that is entirely friendly and straightforward to the English speaker. <http://bit.ly/JF2yvwj>

BING TRANSLATOR FOR WINDOWS PHONE: NOW THE BEST IN THE BUSINESS?

This is the biggest addition to Bing Translator in our book. Taking a leaf out of Nokia Drive's book, you can now pre-load language packs so that you don't have to rely on an expensive data connection while abroad.

If your breaks take in mountainous or beach areas - as foreign holidays tend to - then you also won't have to worry about being stuck in the middle of nowhere without a signal and no way to ask for directions. Although with Nokia Drive on board, that's a bit of a bad example.

Of course, there's the speed advantages this will bring. As you'll see, Bing Translator 2.0 has some pretty advanced features, and with offline language packs it'll react to requests much quicker than other online-only offerings. Who knows - you might even be able to hold down a reasonably convincing conversation in a foreign language! <http://bit.ly/lmpxde>

INTERPRETER ETHICS

IMIA CODE OF ETHICS TENET #6

Interpreters will not engage in interpretations that relate to issues outside the provision of health care services unless qualified to do so.

View the entire IMIA Code of Ethics at:
<http://www.imiaweb.org/code/default.asp>

DOES SOCIAL NETWORKING IMPAIR SIGN LANGUAGE INTERPRETER ETHICS?

The distance between our physical world and the virtual world of social media often invites behavior one would never project in real life. This virtual world introduces a whole new context of social norms and acceptable personal expression. Unfortunately, it appears in many cases that sign language interpreters appear to lack an awareness of the impact of social networking expression on their careers. What's more, when you combine this lack of awareness with the view that the right to self-expression precedes all obligations, the result is an ethical distortion that undermines the sanctity of the relationship interpreters have with the deaf community.

The Ethical Distortion of Social Media: A large part of a sign language interpreter's skillset is a keen situational awareness that is guided by ethical standards intended to protect consumers, the integrity of the profession, and allow the interpreting process to flow unobstructed. This professional skillset blends with our personal image and influences how we conduct ourselves publically, even off the clock. Because we identify so strongly with the tangibility of our physical space, what we call "real life," the consequences of our behavior

and personal expression are easy to identify. As a result, we are more easily able to avoid potential conflict.

Unfortunately, the cognitive distance between our physical world and the virtual world combined with this lack of awareness of the impact of social networking expression creates an illusion that impairs a sign language interpreter's situational awareness. This impairment leads to a distorted view and understanding of what is ethically acceptable online. Sadly, the result is a large number of interpreters who are unaware that some of their social networking activity is a breach of their professional ethics.

What are your thoughts regarding this issue? Send your comments to ethics@imiaweb.org

IMIA NEWS

DON'T MISS OUT ON THE IMIA MEDICAL TERMINOLOGY BOOT CAMP SERIES!

July 14 & 15:

Fayetteville, AR

Sept. 15 & 16:

Providence, RI

Nov. 10 & 11: Boston, MA

Information & Registration:

[http://www.imiaweb.org/conferences/
bootcampseries.asp](http://www.imiaweb.org/conferences/bootcampseries.asp)

Special Promotion: Get an IMIA Individual Membership (new or renewal) at a discounted price of \$45/1yr, \$80/2yr, or \$115/3yr if you pay for the membership while registering for any IMIA event!

JUNE 25—26

IMIA SPAIN CHAPTER SYMPOSIUM

University of Alcala

<http://www.uah.es/>



Madrid, Spain

This Event is Co-organized by Universidad de Alcala and IMIA

[http://www.imiaweb.org/conferences/
spainsymp2012.asp](http://www.imiaweb.org/conferences/spainsymp2012.asp)

JUNE 30

IMIA MEDICAL TERMINOLOGY BOOT CAMP

San Francisco, CA

Co-organized by IMIA

& NCTA Northern California Translators Association

[http://www.imiaweb.org/conferences/
bootcampsf2012.asp](http://www.imiaweb.org/conferences/bootcampsf2012.asp)

IMIA LEADERSHIP GROWS & CHANGES

IMIA CONTINUES TO SEEK LEADERS IN SEVERAL STATES

The International Medical Interpreters Association is rapidly expanding its presence throughout the U.S. and globally. We are currently looking for individuals with interpreting and/or training credentials who would be able to advance professional medical interpreters in their areas in a State Chapter Chair capacity. If you are in Alaska, Colorado, Florida, Delaware, Hawaii, Idaho, Illinois, Iowa, Kansas, Kentucky, Maine, Maryland, Michigan, Mississippi, Missouri, Montana, Nevada, New Jersey, New Mexico, North Dakota, Oregon, Rhode Island, South Carolina, South Dakota, Tennessee, Vermont, Washington, DC and Wyoming - we would like to hear from you.

Please feel free to review the IMIA State Chapter Chair requirements:

[http://www.imiaweb.org/uploads/docs/
Requirements for IMIA Representation.
pdf](http://www.imiaweb.org/uploads/docs/Requirements%20for%20IMIA%20Representation.pdf)

Please contact Eric Candle, IMIA U.S. State Chapter Chair Coordinator
ecandle@imiaweb.org

US INTERPRETING



US BUREAU OF LABOR STATISTICS SALARY INFORMATION

The Bureau of Labor Statistics shows interpreters and translators in hospitals earning a national average of \$21.43/hr and \$44,570/year. The IMIA has done 5 annual salary surveys and published a 5-year trend report in 2011. To see IMIA Salary Survey information go to: <http://www.imiaweb.org/about/salariesurvey2008.asp>

HOSPITALS STRUGGLE TO PROVIDE TRANSLATORS FOR PATIENTS WHO DON'T SPEAK ENGLISH

Hospitals and other medical providers are in a tough spot, say experts. The law prohibits them from asking patients to pay for translation services, and they may not receive adequate or in some cases any other reimbursement. A 2008 survey by America's Health Insurance Plans, an industry trade group, found that 98 percent of health insurers provide access to interpreter services, but providers and policy experts question that figure. According to a survey by the Health Research and Educational Trust, in partnership with the American Hospital Association, 3 percent of hospitals received direct reimbursement for interpreter services, most of that from the Medicaid program.

<http://wapo.st/JlkpcB>

TRANSLATIONS.COM PROVIDES LANGUAGE, TECHNOLOGY SOLUTIONS TO SUPPORT ADAY.ORG

Expressions of Human kind is a Swedish-based non-profit organization that aims to inspire creative reflections on humanity through photography and the written word. The ADAY.org campaign challenges people from around the world to capture their lives on a single day -- May 15, 2012 -- and submit their photographs to ADAY.org where they will be compiled and displayed in a unique online experience. Some of the submissions will be selected for a photographic book, "A Day in the World," while others will be displayed in exhibitions.

Translations.com implemented its GlobalLink (R) OneLink web localization technology to localize the ADAY.org website into 10 languages (Spanish, French, German, Portuguese, Chinese, Japanese, Russian, Arabic, Finnish, and Italian) over the course of just three weeks.

<http://on.mktw.net/L3MznS>

AS NEED FOR COURT INTERPRETERS GROWS, WHO PAYS?

Whose obligation is it to pay for that interpreter?

Most courts strive to offer everyone in criminal court an interpreter. But access to free interpreters in civil court proceedings — like family court, or small claims court — is uneven across Nevada and several other states.

In Clark County, court Public Information Officer Mary Ann Price said low-income people who get their court fees waived also qualify for free interpreters. So do people facing foreclosure, eviction or at the discretion of a judge.

<http://bit.ly/L3VQfw>

RESEARCH ROUNDUP: PRACTICE GUIDELINES MAY NOT STOP DEFENSIVE MEDICINE

The authors of this brief write that while some have said clinical guidelines "should give caregivers a liability 'safe harbor,' shielding them from any malpractice claim for failing to provide services not included in the guideline." The brief "suggests that quality-promoting guidelines hold some promise for cutting wasteful defensiveness, but that practical feasibility limits their reach," as does patients' lack of understanding about appropriate care (Bovbjerg and Berenson, 4/25).

Journal of General Internal Medicine: Professional Language Interpretation And Inpatient Length Of Stay And Readmission Rates -- This three-year study at one hospital found that providing a professional interpreter at both admission and discharge correlated with a shorter stay and decreased likelihood of readmission for patients with limited English proficiency. Patients who didn't have an interpreter at either time stayed 1.5 days longer, on average, and were more likely to be readmitted within 30 days than those who did have an interpreter.

<http://bit.ly/L3WVUL>

*"Go as far as you can see;
when you get there, you'll
be able to see farther."*

- J. P. Morgan

INTERNATIONAL INTERPRETING

WORD OF MOUTH

Michael Rosen investigates the world of interpreting. We meet interpreters in business, sports and even psychotherapy, discover how there's more to the job than just language skills, and hear a report on the work of interpreters in the new Russia.



<http://www.bbc.co.uk/programmes/b01gvn2h#broadcasts>

VIDEO REMOTE INTERPRETING LAUNCHES AT POLICE STATIONS

Integrated into the Windsor Police Human Rights project after it received great feedback from the public during its 30 day testing in the 911 emergency call centers, the service will consist of two options:

- **Interpretalk**- interpreting by telephone (IBT) available at Main Office, Traffic Branch, Professional Standards Branch, Detention Unit and the Collision Reporting Centre.

- **Video Remote Interpreting (VRI)** –video conferencing interpreting via the LSA website available at the Main Office (WPS HQ) and Collision Reporting Centre on Jefferson Ave. What it will be used for mainly is for general inquiries that come into the main office and any minor reports that are going to be done,” explained Lori Powers, director of the Emergency 911 centre. Deaf or LEP’s retain the option of how they choose to communicate, however, in the past, the only way to correspond until an interpreter could arrive was through gestures, texting or hand written notes.

<http://bit.ly/L3MrEX>

INTERPRETERS QUESTION NEW AGREEMENT

According to a recent survey carried out by Involvis on behalf of SPSI and APCI, up to 90% of Registered Public Service Interpreters refuse to work under the new system, citing reasons including poor quality, unacceptably low standards and questionable numbers of workers. The first three months of the contract have demonstrated that the agency is struggling to provide an acceptable service.

According to a Crime Line survey, in April 40% of cases requiring an interpreter were disrupted due to no interpreter attending. (<https://www.dropbox.com/s/vla6uuiahnj99lj/interpreter%20survey%20results.doc> these are the facts and not what the interpreters are claiming) <http://bit.ly/L3VghQ>

MEDICAL INTERPRETERS BY PHONE

Health care is one area where the understanding of what the patient says and the patient’s accurate understanding of what the medical professional has said are of vital importance. Clarity in communication is imperative, relying on family members to interpret is highly inappropriate and the use of a certified interpreter can be the difference between life and death in some cases. The option to use telephone interpreter services has expanded the range of availability of the most trained and qualified interpreters.

<http://bit.ly/JKDogH>

*“Go for it now. The future
is promised to no one.”*

- Wayne Dyer

SIGN LANGUAGE

UNIVERSITY APPROVES ASL/ DEAF STUDIES MINOR

“We in the department are very happy to have this minor and are proud of that fact that it is the first such minor in the Ivy League, and we’re ready to get started with it,” Sankoff said. Sankoff presented the minor to the Curriculum Committee in its meeting on Feb. 27, and received news of its approval from the committee on March 2. According to Sankoff, the committee approved the minor because the presentation demonstrated the department had an adequate number of standing faculty and addressed the committee’s concerns about the minor that were expressed during the previous year’s meeting, when the minor was not approved.

<http://bit.ly/L3KqZk>



INTERN FINDS WAY TO HELP DEAF FROM CAPITOL HILL

Ennis has been deaf since birth. Working this semester for Republican Rep. Kevin Yoder of Kansas, he developed a public service video to help the first-term congressman reach out to his deaf constituents. It’s been posted to Twitter and Facebook, and already has gotten more than 1,000 views amid the cultural clutter of YouTube. That might not seem like much when cats crooning “Jingle Bells” draw more than 6 million pairs of eyes, and perhaps 75,000 aging fans have watched a half-century-old video of the Rolling Stones singing – appropriately enough – their classic “Time Is on My Side.”

<http://bit.ly/L3L9JR>

MINORITY LANGUAGES

CHUKCHANSI LANGUAGE TO BE PRESERVED WITH GRANT



"We're going to get the dictionary together and do it piece by piece," Wyatt said.

Until now, the language has never existed on paper, but over the last three years, Fresno State faculty and students have worked with native speakers to devise a writing system and start the process of developing a Chukchansi dictionary and grammar.

"And we knew we had to wait patiently and establish trust in that relationship because for linguists it's a dream to work with an endangered language and prevent it, preserve it and revitalize it," <http://abclocal.go.com/kfsn/story?section=news/local&id=8651621>

NATIVE PEOPLE OF EL SALVADOR FINALLY GAIN RECOGNITION

El Salvador is a signatory to the United Nations Declaration on the Rights of Indigenous Peoples, adopted by the U.N. General Assembly in September 2007. But the state has not shown any interest in ensuring compliance with the international instrument.

There are no socioeconomic policies that directly benefit these ethnic groups, according to the Sociolinguistic Atlas of Indigenous Peoples in Latin America, published by UNICEF, the U.N. children's fund.

Article 2 of the U.N. Declaration states that "Indigenous peoples and individuals are free and equal to all other peoples and individuals and have the right to be free from any kind of discrimination, in the exercise of their rights, in particular that based on their indigenous origin or identity." <http://bit.ly/L3UJre>

MORE INDIGENOUS LANGUAGE AND CULTURE NEEDED ON CANADA'S AIRWAVES

If Canada wants to reconcile with First Nations people in regards to the residential school area, it should be law to include First Nations programs from whichever territory radio stations are broadcasting in," O'Sullivan says. O'Sullivan first became involved with the National Campus and Community Radio Association (NCRA) at its annual conference in 2008. As she was meeting with aboriginal community radio programmers from around Canada for the first time, Prime Minister Stephen Harper stood in the House of Commons and apologized for the profound abuses of the Government of Canada's residential school system, which he stated "aimed to kill the Indian in the child."

<http://bit.ly/L3M0dA>

VIEWPOINTS

Viewpoints, an online newsletter, was developed to provide members with a forum of ideas and viewpoints that can be recorded, to keep you thinking about the topics that affect our life as medical interpreters. Members can expound on their ideas by writing brief 200-600 word essays of reflections on any topic related to medical interpreting. Viewpoints Newsletter includes interesting facts, trends and profiles of people building their interpreting careers. You'll see winning personal essays about what makes medical interpreting a profession of choice for many members. Some topics that can be included are: Technology, what does it mean to interpreters?; Career Development, Patient Safety, Interpreter Safety, Mental Health, Mentoring, Work Ethics, Interpreter Education. Viewpoints is meant to be both informative and fun to read. This free online newsletter provides personal reflections, a few tips, and some useful ideas to help you engage in a more personal journey of satisfaction as a medical interpreter. To send submissions just email them to info@imiaweb.org.

NEW ARTICLE: Confidentiality in Healthcare By Claudia Brauer

*Are you committed to confidentiality?
Can you assure your client that you are
protecting their patient's privacy?*

Read the article at:

http://www.imiaweb.org/uploads/docs/Confidentiality_in_Healthcare_Claudia_Brauer.pdf

NEW ARTICLE: Interview with Angela Frentress, Manager of Interpreter and Translation Services at Yale New Haven Hospital

*by Cynthia Schenk, IMIA Board Director,
ISP IMIA ISP Division Journalist, CEO
Medical Interpreters of the North Shore*

I am pleased to present another ISP interview with Angela Frentress Manager of Interpreter and Translation Services at **Yale New Haven Hospital**. Thank you Angela for a very interesting history and an excellent interview.

1. Tell me about your business, how/why/when did it begin?

This is a brief history of YNNH Interpreter Services: In the 80's and 90's, several bilingual employees and volunteers served as unofficial interpreters. The Public Relations Department kept a list of these employees and volunteers.

During those years, the hospital forms a committee to look at the need of interpreters. The director of our department leads the effort to develop a program.

(Interview continued at:
http://www.imiaweb.org/uploads/docs/YNNH_Interview.pdf)

To see other articles on Viewpoints, go to <http://www.imiaweb.org/members/viewpoints.asp>

FEATURED STUDIES

LANGUAGE PROFICIENCY AND ADVERSE EVENTS IN US HOSPITALS: A PILOT STUDY.



Divi C, Koss RG, Schmaltz SP, Loeb JM. Int J Qual Health Care. 2007;19:60-67.

Language barriers likely impair patients' ability to receive quality health care, but the link between limited English proficiency (LEP) and patient safety has not been extensively researched. This study examined voluntary reports of adverse events reported at six hospitals and found that adverse events were more common in patients with LEP. Events in patients with LEP were frequently attributable to communication problems and were more likely to result in patient harm. Though the study only examined voluntarily reported incidents, it adds to prior research identifying LEP as a potential contributor to adverse events.

INTERPRETER EDUCATION

HAMAD BIN KHALIFA UNIVERSITY LAUNCHES TRANSLATION AND INTERPRETING INSTITUTE



TII, the first home-grown initiative of its kind by Hamad bin Khalifa University, is an international centre of excellence for the study of translation, interpreting and languages. Hamad bin Khalifa University was established to gather into one center all of the higher education and related research at Qatar Foundation for

Education, Science and Community Development (QF).

<http://bit.ly/JpgOen>

TRANSLATION CERTIFICATE PROGRAM COMES TO LOYOLA

The Loyola Translation Interpretation Program is a collaborative effort between multiple departments according to JoAnn Cruz, dean of the College of Humanities and Natural Sciences. "(The certificate) will be supported by the College of Humanities and Natural Sciences, the Center for Caribbean and Latin American Studies and the Office of Professional Studies," Cruz said in an email.

Quesada presented the idea for the certificate along with Lisbeth Philip, visiting assistant professor of languages and cultures. Quesada said he believes there is a local, regional and national need for qualified translators and interpreters. "This will be the first certificate program in the state to address the urgent need for translators in healthcare and legal environments," said Vice President of Academic Affairs and Provost Edward Kvet in an email.

<http://bit.ly/L3XPRO>

NEWS FROM THE TRANSLATION AND INTERPRETING PROGRAM AT CENTURY COLLEGE

The Translation and Interpreting (TRIN) Program at Century College (White Bear Lake, MN) is proud to announce its first cohort of graduates. Four students will receive a 30-credit Certificate in Translation and Interpreting at the college's graduation ceremonies on May 11. Faculty, staff, and current students join in congratulating new graduates Diana Ettel, Bianca Hoffman, Lucila Samayoa, and Ka Zoua Xiong on their hard work and accomplishments. One of the graduates, Ka Zoua Xiong, was also named the program's first Outstanding Student. The TRIN program at Century

College (a community and technical college within the Minnesota State Colleges and Universities System) was founded in 2009. Students have the opportunity to pursue a Certificate or an Associate's degree in this academically and professionally rigorous, language-neutral program primarily focused on community/dialogue interpreting. Specialization courses in legal, healthcare, and educational interpreting are offered to advanced students. Select courses are offered fully online, and are made available by instructor consent to students who are not enrolled in the full program. For more information about the college and the program, please contact Program Director Cristiano Mazzei (cristiano.mazzei@century.edu).

TRANSLATION

THINKING IN A FOREIGN LANGUAGE MAKES DECISIONS MORE RATIONAL

"It may be intuitive that people would make the same choices regardless of the language they are using, or that the difficulty of using a foreign language would make decisions less systematic. We discovered, however, that the opposite is true: Using a foreign language reduces decision-making biases," wrote Keysar's team. Psychologists say human reasoning is shaped by two distinct modes of thought: one that's systematic, analytical and cognition-intensive, and another that's fast, unconscious and emotionally charged.

<http://bit.ly/L3JXWR>

(More Translation articles on next page)

TRANSLATION (CONT.)

TRANSLATING STONES

The novel was published by Archipelago Books, a small non-profit publishing house from Brooklyn specializing in the literature from the non-English speaking countries, in a translation by Bill Johnston, a professor at the University of Indiana, Bloomington, and director of its Polish Study Center, one of the most prominent translators of Polish literature into English and has translated works by the Romantic poet Juliusz Słowacki, the novelists Bolesław Prus and Stefan Żeromski, the avant-garde playwright and prose writer Witold Gombrowicz as well as contemporary Polish authors.

<http://bit.ly/LMoaGe>

FOLLOW UP: WORD IS GETTING OUT ABOUT MEDICAL TRANSLATORS

"The more the providers know us, they more they want to use us," said Lin, who is in charge of the Albany office now. So far, their biggest customers are St. Peter's Hospital and Catholic Charities AIDS Services. MAMI, which is located at 33 Central Ave. in Albany, has reached out to Albany Medical Center, but has been unable to get a meeting there. ..

More: <http://bit.ly/Knr3yY>

PRO TRANSLATORS HELP AVOID MEDICAL ERRORS

Professional translators with official training, as opposed to family or friends acting as translators, helped limit errors, according to a study in the Annals of Emergency Medicine. Researchers looked at two pediatric EDs in Massachusetts and found that when Spanish-speaking families had access to a professional interpreter, 12 percent of translation mistakes, such as omitting or adding certain words, could have had a clinical consequence, Reuters reported...

More: <http://bit.ly/L3Y3HT>

TRANSLATORS GET A SLAM OF THEIR OWN AT PEN FESTIVAL

Thursday night's event, sponsored in part by the Mexican Cultural Institute, was divided in two separate parts. In the first, a Peruvian translator and poet who lectures at New York University, Mariela Dreyfus, and an Argentine-born translator, Román Antopolosky, read their versions of a poem called "White Noise," written by Laurie Sheck, who was sitting on the stage with them, and then took questions from Mr. Moore and the audience...

More: <http://nyti.ms/L3ZPJ8>

BOOKS OF THE MONTH

THE INTERPRETER by Shah Wali Fazli

ISBN-10:

1466293128

ISBN-13: 978-

1466293120



After the Taliban are toppled in Afghanistan, they regroup in the borders of Afghanistan and Pakistan, and come back to attack the NATO forces in the southern parts of the country, especially in the Helmand province. The American NATO forces based in Helmand fight to win the war against the Taliban and also to win over the local population, therefore they employ the Afghan interpreters to help them in connecting them with the local Afghans. These interpreters, with their basic knowledge of English, play a big role in this war. They join the American soldiers on their patrols and they join them when they go to meet the local people, or the Afghan officials. The Taliban see the interpreters as infidels and traitors, and they are after them and their families to catch and behead them, as they do so with many interpreters and their families. In this story Shabir Khan is an interpreter who is from Kabul. Mullah Aslam is the Taliban leader who is from Helmand, and

he is after Shabir and his colleagues to catch them and behead them, until one day when Shabir and his interpreter friend, Sami, encounter a Taliban checkpoint. In the cover of a stone, Shabir and Sami fire the rest of their bullets, and keep one bullet each.

*"Confidence on the
outside begins by
living with integrity
on the inside."*

- Brain Tracy

THE IMIA STORE ITEM OF THE MONTH

Promote our profession and support the mission of the IMIA by making a purchase at the IMIA Store!

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save lives in many languages**

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50 - 99 \$.75 / each

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Buy one (or more!) now for yourself or a colleague at:

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CALENDAR OF EVENTS



**REGISTRATION FOR THE 2013
IMIA CONFERENCE IN MIAMI
BEACH, FL WILL OPEN IN
EARLY JUNE—STAY TUNED!**

[http://www.imiaweb.org/
conferences/2013conference.asp](http://www.imiaweb.org/conferences/2013conference.asp)

JUNE 25—26

IMIA SPAIN CHAPTER SYMPOSIUM

University of Alcala

<http://www.uah.es/>

Madrid, Spain

This Event is Co-organized by Universidad
de Alcala and IMIA

[http://www.imiaweb.org/conferences/
spainsymp2012.asp](http://www.imiaweb.org/conferences/
spainsymp2012.asp)

JUNE 30

**IMIA MEDICAL TERMINOLOGY BOOT
CAMP**

San Francisco, CA

Co-organized by IMIA

& NCTA Northern California Translators
Association

More information coming soon!

OCTOBER 5

IMIA KENTUCKY CHAPTER FORUM

A FREE Event! At University of Kentucky
Student Center

<http://www.uky.edu/StudentCenter/>
Lexington, KY

More info coming soon!

**IMIA MEDICAL TERMINOLOGY BOOT
CAMP™**

COMING UP:

July 15 & 16, Fayetteville, AR

[http://www.imiaweb.org/uploads/
pages/663_5..pdf](http://www.imiaweb.org/uploads/
pages/663_5..pdf)

For information on all Boot Camp Dates
visit:

[http://www.imiaweb.org/conferences/
bootcampseries.asp](http://www.imiaweb.org/conferences/
bootcampseries.asp)

NATIONAL CALENDAR OF EVENTS:

<http://www.imiaweb.org/events/us.asp>

INTERNATIONAL CALENDAR OF EVENTS:

[http://www.imiaweb.org/events/
international.asp](http://www.imiaweb.org/events/
international.asp)

ISP DIVISION CORNER

**DID YOU MISS THE ISP DIVISION
WEBINAR, MAY 24, 2012?**

No problem! If you are an Interpreter
Service Provider or have you considered
ISP Certification (Not to be confused with
interpreter certification), don't miss the
chance to see the webinar recording
Presented by Lola Bendana, IMIA
President at:

[https://imiawebs.webex.com/
imiawebs/lr.php?](https://imiawebs.webex.com/
imiawebs/lr.php?)

[AT=pb&SP=EC&rlD=5283917&rKey=4a91
85ecfd677d65](https://imiawebs.webex.com/join/
AT=pb&SP=EC&rlD=5283917&rKey=4a91
85ecfd677d65)



**THIS MONTH'S FEATURED
IMIA ISP MEMBERS**

AccessOnTime

<http://www.accessontime.com>

AccessOnTime provides language services
including interpretation in-person / over-
the-phone, document translation and
transcription, and recorded statements
nationwide. Our company prides itself on
integrity, quality, passion, and
commitment to providing the best service
we possibly can.

The Provincial Language Service - PHSA

<http://www.phsa.ca/default.htm>

The Provincial Language Service vision is
improved access to services across
languages and culture. Provincial Health
Services Authority (PHSA) is one of six
health authorities – the other five health
authorities serve geographic regions of
BC. PHSA's primary role is to ensure that
BC residents have access to a coordinated
network of high-quality specialized health
care services.



**IMIA WELCOMES OUR NEW &
RENEWING ISP MEMBERS!**

Continental Interpreting Services, Inc.

<http://www.cis-inc.com>

Established as a full service interpreting and
translation agency in February 1992,
Continental Interpreting Services, Inc. (CIS)
has rapidly expanded to become one of the
largest and most respected Language
Service Provider (LSP) on the West Coast.

Interpreters Associates, Inc./Interpretes Brasil

<http://www.interpretersassociates.com>

We are a full service interpreting and
translation company. We service almost
50 languages and work throughout the
whole of the USA. Our company is
international with offices both in MA as
well as Brazil.

MCIS

<http://www.mcis.on.ca>

MCIS offers Interpretation, Translation
and Skills Testing & Training services.
MCIS uses the following industry
standards: Interpretation: EN 15038:2006
certified, Translation: CGSB 131.10-2008
certified, Training and Language Testing:
CILISAT, ILSAT

Multi-Languages Corporation

<http://www.multi-languages.com>

Multi-Languages Corporation is one of
the first companies in Canada to be
certified by the EN 15038 (European
Standards on Translation Services), the
CGSB CAN 131.10 (Canadian Standards on
Translation Services) and the NSGCIS-
AILIA (Canadian Standards on Community
Interpreting Services).

Yale New Haven Hospital

<http://ynhh.org>

Interpreter & Translation Services. Yale-
New Haven Hospital (YNHH) is a non-
profit, 966-bed tertiary medical center
receiving national and international
referrals.

ISP DIVISION CHAIR



Paul Penzo

Vice President and Chief
Operating Officer of All
Languages Ltd.

[http://
www.alllanguages.com/](http://
www.alllanguages.com/)

ISP DIVISION VICE CHAIR



Lena Toolsie, M.A.

Linguistics President and
Founder, Ad Astra, Inc.

<http://www.ad-astrainc.com>

Contact: IMIAISPDivision@imiaweb.org

IMIA CONNECTION

IMIA PSA

The IMIA would like to encourage all interpreters and stakeholders who are language access advocates to please share this PSA in every presentation you do. To access the PSA, please go to:

http://www.youtube.com/watch?feature=player_detailpage&v=twINuqacDdY

IMIA NATIONAL MEDICAL INTERPRETER REGISTRY

Search the directory by name, language, state or country: The IMIA is proud to have the only national registry of medical interpreters in the US. It includes over 1,900 interpreters in over 100 languages.

<http://www.imiaweb.org/corporate/find.asp>

MEMBER PROFILE NEW OPTIONS

IMIA has recently added new options to the member profiles where you may add your certification credentials and Certification information, resume, photo, etc.. If you have been certified recently please go to your profile to update your information at <http://www.imiaweb.org/members/profile.asp>

IMIA LIST SERVE

Find out how to join IMIA Members-only List Serve at <http://www.imiaweb.org/members/listserve.asp>

JOIN IMIA'S SOCIAL MEDIA NETWORKS!



Linked In

-Individual Profile

<http://www.linkedin.com/in/imiaweb>

-Group Profile

<http://linkd.in/l9ATUx>

Once connected, you can post interpreter related information for others to read.



Facebook

<http://on.fb.me/lB50Rn>

Please join the page using the above link and click "Like".



Twitter

@IMIAUpdates (Connected with Facebook)

<http://twitter.com/IMIAUpdates>

<http://twitter.com/IMIAUpdates>

@IMIAeNews (By Ingrid Leeman E-News Chair)

<http://twitter.com/IMIAeNews>

<http://twitter.com/IMIAeNews>

For more information, reach Rose Long, the IMIA Social Media Director at imiasm@imiaweb.org

IMIA 2011-2016 STRATEGIC PLAN

PROFESSIONAL EDUCATION & RESOURCES

- Promote IMIA CEU Program
- Develop International Education Directory
- Promote Interpreter Education Worldwide
- Support Professional Development of Medical Interpreters
- Develop an Accreditation Program for Medical Interpreter Training.
- Formalize a Patient/Provider Education Campaign

http://www.imiaweb.org/uploads/pages/83_3..pdf

IMIA BY LAWS BIT BY BIT

It is important for all our members to know and understand our bylaws well as it is the charter of the organization. Since the bylaws were revised in 2011, in 2012 we are going to include one article in each IMIA eNews edition. Please email

Izabel Arocha, IMIA Executive Director, at iarocha@imiaweb.org if you have any questions about the text below.

ARTICLE 4 - BOARD OF DIRECTORS

4.1 Powers. The affairs of the corporation shall be managed by the directors who may exercise all the powers of the corporation. The directors shall be responsible for the general management and supervision of the business and the affairs of the corporation.

4.2 Composition. The Board of Directors shall consist of up to twenty-two (22) members ("Directors") as follows:

- At least eight (8) and up to fifteen (15) elected by the Members ("Elected Directors"); and
- All Officers of the Corporation acting in an ex officio voting capacity ("Ex Officio Director").

4.3 Eligibility.

(a) General Requirements. All Directors shall be Members in good standing. No Member shall serve as an Elected Director (i) who has been a Member for less than one (1) year prior to serving as an Elected Director or (ii) who is to serve as an Ex Officio Director pursuant to Section 4.2.2.

(b) Term Limits. After serving three (3) consecutive four (4) year terms as an Elected Director, no Member shall serve as an Elected Director during the one (1) year immediately following the expiration of the second such consecutive term. Subject to the foregoing, any Member may serve on the Board of Directors for an unlimited number of terms.

(Articles 4.4 & 4.5 will appear in the July eNews)

ABOUT THE eNEWS

The IMIA e-News is our monthly news brief. The purpose and intent of this publication is to advance the medical interpreting profession by providing our members with the latest local, state and international news and reports, as well as provide monthly updates on useful websites, toolkits, and available trainings/resources.

We know our members do not have time to read everything that comes across their desks or emails, so we actually take the time to select, from a myriad of sources, and condense it into a summary of the most updated, relevant, useful and interesting news about the field on a monthly basis. The focus is not on being an organizational newsletter but on being industry news brief on medical interpreting.

MAKE THE ENEWS YOUR ENEWS!

In order to post it we need to receive the contribution by the 15th of each month to get it posted for the next month's eNews.



*eNews Assistant
Chairperson
Claudia Perla*

Please send suggestions, material and comments about the e-News to Claudia Perla, eNews Committee at IMIAeNews@imiaweb.org

We thank you in advance for your personal contribution as a volunteer, donor, or participant.

ADVERTISE IN THE eNEWS

Ads will appear in the IMIA Events program booklets (distributed to each attendee) and in the online version of the booklet for approximately a year. You may wish to advertise in the IMIA eNews which has the same rates and are published on a monthly basis. These remain in the website after publication.

This information and the advertising submission form may found at:

<http://www.imiaweb.org/corporate/advertising.asp>

IMIA WEB SITE ADVERTISING OPTIONS

Banners - Home Page:

- \$1500 / year - top home page
- \$1000 / year - member
- \$1300 / year - non-member

Banners - Other Pages:

- \$1300 / year - top
- \$800 / year - member
- \$1000 / year - non-member

Print Advertising Options

- \$100 for ¼ (quarter) page in booklet (color or b+w on line; print in gray scale only)
- \$150 for ½ (half) page in booklet (color or b+w on line; print in gray scale only)
- \$300 for full page in booklet (color or b+w on line; print in gray scale only)
- \$500 for insert in tote bags (you print and ship inserts to event – shipping address as per sponsorship instructions)
- \$600 for insert in tote bags and full page ad in booklet (print and on line;

you print and ship inserts to event – shipping address as per sponsorship instructions)

Events Available to Advertise At:

- IMIA Trainers Conference
- IMIA Administrators Symposium
- IMIA Medical Terminology Boot Camp Series
- IMIA Conference on Medical Interpreting
- IMIA eNews: deadline for ad submissions is the 15th of each month

Ad Specs

- Color or Black and White (color or b+w on line; print in gray scale only)
- No bleeds
- Absolutely no white text/graphics on large black or dark backgrounds
- 1/2 inch print margin
- 1/4 page - vertical only, 4.5" x 3.25" print area
- 1/2 page - horizontal only, 7.5" x 4.5" print area
- Full Page - 7.5" x 10" print area

For more information please call
617-636-1798 or
email info@imiaweb.org

REACH INTERPRETERS THROUGH THE IMIA ENEWS

The IMIA eNews reaches more than 2,000 professional medical interpreters. There is no better way to target the buyers in your market. For more information go to <http://www.imiaweb.org/corporate/advertising.asp>.



IMIA Division and Committee Meetings
June 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4 11am EST Public Relations Committee Meeting	5	6 7pm EST Medical Terminology Committee Meeting	7	8	9	10
11 10am EST Finance Committee Meeting	12 11am EST Conference Committee Meeting	13 12pm EST Fundraising Committee Meeting 1pm EST Education Committee Meeting	14 1pm EST eNews Committee Meeting 3pm EST Membership Committee Meeting	15 11am EST Ethics Committee Meeting 12pm EST Consortium of Interpreter Associations (COIA) Meeting 3pm EST Trainer Division Meeting 4pm EST IMIA Membership Orientation Webinar	16	17
18	19	20	21 8pm EST State Chapters Meeting	22	23	24
25 6:30pm PST IMIA California Chapter Conference Call	26	27	28 3pm EST ISP Division Monthly Meeting	29	30	



INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters



The IMIA is the world's largest professional association dedicated to medical interpreters.

Medical interpreters: **BE THE BEST THAT YOU CAN BE!**

Dear medical interpreter,

Joining the IMIA increases your work development potential and can open up new career opportunities. Become an IMIA medical interpreter: You'll feel a renewed sense of pride and confidence because **IMIA medical interpreters are respected as the best in their field**. Ample opportunities for professional development include:

- Committee Engagement
- Job Announcements
- Monthly Briefings
- Annual Conferences
- National Advocacy
- Leadership Development



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PROMOTING THE PROFESSION WORLDWIDE



INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

2012 IMIA Medical Terminology Boot Camp™ Series



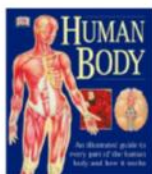
"Medical terminology is essential to medical interpreters." -IMIA Administration

8 Hour Medical Terminology Boot Camp™

Language Neutral
A review course for all interpreters

MEDICAL TERMINOLOGY 101 FOR INTERPRETERS™

A review of basic medical terminology. Participants will acquire the essential knowledge of the basic components of medical terminology. Anatomy (structure), physiology (function), and pathology (diseases and disorders), are discussed. The session establishes a supporting knowledge that can encourage more independent and active learning. This is an interactive class. During the session's activities, the class will be divided into groups to work together and practice. Bring your dictionaries and a notepad. This session is language neutral and does NOT address the translation of terms, but the meaning of the terminology in English.



HUMAN BODY

An illustrated guide to every part of the human body and how it works. Baggaley, Ann. Dorling Kindersley Publishing, Inc. New York, New York. First edition 2001. (This small book will be given to each participant)

LEARNING OBJECTIVES:

- Identify basic anatomy and physiology related to the major body systems.
- Recognize prefixes, root words, and suffixes used to form medical terms.
- Explain terminology of common diseases and disorders associated to each body system.
- Recognize meaning of most common diagnostic procedures

DATES:

March 3rd: 8 Hour Boot Camp (Concord, NH)
April 29th: 8 Hour Boot Camp (Tulsa, OK)
May 12th: 8 Hour Boot Camp (Orange, CA)
June 2nd: 8 Hour Boot Camp (New York, NY)
July 14th: 8 Hour Boot Camp (Fayetteville, AR)
Sept. 15th: 8 Hour Boot Camp (Providence, RI)
Nov. 10th: 8 Hour Boot Camp (Boston, MA)

8 HOUR BOOT CAMP RATES:

IN ADVANCE: \$129 Members / \$199 non-members
ON SITE: \$199 Members / \$250 non-members

CEUs:

0.8 IMIA CEU credits will be given to participants.
8 ATA (American Translators Association) Continuing Education Points (CEPs) will be given to participants.
To request RID CEUs, please send an email to the MassRID Certification Maintenance Program at CMP@MassRID.org, or contact your local CMP Coordinator.

4 Hour Advanced Boot Camp™

English <> Spanish
Advanced knowledge and experience required to enroll - not for beginner interpreters

The IMIA Boot Camp Advanced Series are 4-hour workshops that have been designed to meet the needs of advanced practicing medical interpreters in various and different advanced areas of healthcare interpreting. The first course to be offered is:

INTERPRETING IN DIFFICULT SITUATIONS: FROM DEATH TO PROFANITY™

Interpreting death, violence, trauma, psychiatric situations, embarrassing language and profanity requires an enormous amount of energy, poise and skills from even the most experienced medical interpreter. Participants will learn about the main conditions, characteristics and peculiarities of difficult situations to help formulate different strategies to maintain accuracy, to ensure safety and to cope with these specific situations. Through case based scenarios and real life examples, participants will address the cultural, interpersonal, linguistic and stressful issues that typically arise. Group exercises allow for the exploration of cultural and linguistic concepts embedded in the case based renditions and interventions.

LEARNING OBJECTIVES—PARTICIPANTS WILL:

- Analyze the key characteristics and special conditions of difficult situations.
- Acquire specific techniques to address the cultural and linguistic issues embedded in difficult situations.
- Ensure that accuracy of interpretation is maintained regardless of the difficulty of the situation.
- Learn to normalize idiomatic expressions that are linguistically and culturally difficult.

DATES:

March 4th: 4 Hour Advanced (Concord, NH)
April 29th: 4 Hour Advanced (Tulsa, OK)
May 12th: 4 Hour Advanced (Orange, CA)
June 3rd: 4 Hour Advanced (New York, NY)
July 15th: 4 Hour Advanced (Fayetteville, AR)
Sept. 16th: 4 Hour Advanced (Providence, RI)
Nov. 11th: 4 Hour Advanced (Boston, MA)

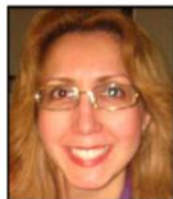
4 HOUR ADVANCED BOOT CAMP RATES:

IN ADVANCE: \$79 Members / \$129 non-members
ON SITE: \$129 Members / \$179 non-members

CEUs:

0.4 IMIA CEU credits will be given to participants.
4 ATA (American Translators Association) Continuing Education Points (CEPs) will be given to participants.
To request RID CEUs, please send an email to the MassRID Certification Maintenance Program at CMP@MassRID.org, or contact your local CMP Coordinator.

IMIA BOOT CAMP INSTRUCTORS (Instructor will vary per date)



Izabel S. Arocha, M.Ed., CMI
IMIA Executive Director



Anita Coelho Diabate
IMIA Vice President



Marlene Vicky Obermeyer,
MA, RN



Alvaro Vergara-Mery, PhD, CMI
IMIA Nevada Chapter State Rep




Yadira Willmann,
MD

SPECIAL OFFER!

Get a 1 year IMIA Individual Membership (new or renewal) for \$45 (that's a \$15 savings) if you pay for the membership while registering for this event! See option on the registration form—link below.

For Information & Registration go to: <http://www.imiaweb.org/conferences/bootcampseries.asp>



**INTERNATIONAL MEDICAL
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**Download the IMIA
Guides and Publications!**

IMIA Code of Ethics:
<http://www.imiaweb.org/uploads/pages/376.pdf>

IMIA Standards of Practice:
<http://www.imiaweb.org/uploads/pages/102.pdf>

IMIA Guide on Working with Medical Interpreters:
http://www.imiaweb.org/uploads/pages/380_5.pdf

A Medical Interpreter's Guide to Telephone Interpreting:
<http://www.imiaweb.org/uploads/pages/380.pdf>

Guide on Medical Interpreter Ethical Conduct:
http://www.imiaweb.org/uploads/pages/380_4.pdf

Guide on Medical Translation:
http://www.imiaweb.org/uploads/pages/380_4.pdf

Top Ten Reasons to Hire a Staff Interpreter:
http://www.imiaweb.org/uploads/pages/380_3.pdf



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GET:

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www.imiaweb.org > Events



**INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION**
Leading the advancement of professional interpreters

The IMIA is proud to announce our new

CONTINUING EDUCATION UNITS (CEU) PROGRAM

Continuing Education Programs exist so that professionals can quantify and earn credit for all the continuing educational programs they participate in. Professional interpreters should earn and keep track of continuing education credits, as determined by IMIA guidelines. Certified medical interpreters, CMIs, in order to maintain their certification credential, will need to obtain 3 Interpreter CEUs® (30 hours of continuing education within 5 years). Certified Interpreters are therefore given five years to accumulate 30 hours of documented credit. (30 hours of CEU documented continuing education within 5 years for the National Board Exams Certification, and 32 hours or documented continuing education within 4 years for CCHI certification).

**To learn how your program can qualify to offer
IMIA CEUs, please visit:**
<http://www.imiaweb.org/education/ceuprogram.asp>

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The IMIA eNews reaches more than 2,000 professional medical interpreters. There is no better way to target the buyers in your market. For more information go to

<http://www.imiaweb.org/corporate/advertising.asp>



National Certification Get the Facts

Q1-2012

PR Committee 2012

Who are we?

The National Board of Certification for Medical Interpreters is a certifying body composed of professionals representing all key stakeholder groups, including medical interpreters, trainers, employers, providers, and regulators. It is an autonomous division of the International Medical Interpreters Association and is the first national certification body developed by interpreters that has as its home the only national medical interpreter association. The National Board has 501c3 public charity status, the non-profit status that ensures activities are for the public good. A list of the Board Members is on the National Board website, at the link below.

Where are the exams offered?

The written exam is offered nationwide, at hundreds of proctored sites. The oral exam is available in key cities in the U.S. The lists are on the National Board website, at the link below.

***All exam content is based on our extensive 2009 job analysis of medical interpreters nationwide**

What do we offer?

The National Board offers a credible, valid and reliable national certification program for healthcare interpreters, with exams that have been scientifically validated. Interpreters who work in any language can apply to take the National Board written exam. Spanish interpreters can take the oral exam in order to qualify for the Certified Medical Interpreter (CMI) credential.

When can I take the exams?

Exams are scheduled according to candidates' availability. The written exam is available to all interpreters and is entirely in English. The oral exam is available for interpreters for Spanish. The oral exams for Russian, Vietnamese, Mandarin, Cantonese and Korean will be ready soon.

What are the steps to get certified?

1. To register online and see the prerequisites go to: www.certifiedmedicalinterpreters.org/register
2. Take the written exam (in English)
3. Take the oral exam (in Spanish, other languages soon!)

What's tested on these exams?

Written Exam

- Medical terminology knowledge in *English*
- Roles of the medical interpreter
- Code of Ethics
- Cultural competence
- Medical specialties
- Interpreter Standards of Practice (IMIA, CHIA, NCIHC)
- Legislation and regulations (HIPAA, CLAS)

Oral Exam

- Consecutive interpreting skills in context, in both working languages
- Sight translation (oral interpretation of written materials from English into target language)
- Cultural awareness in context

What's NOT on these Exams?

Simultaneous interpreting skills — Sight translation from target language into English — Written translation skills

Questions? Please refer to our **CMI Candidate Handbook** available for download from the National Board website, where there is also a schedule of our monthly webinars.

**Join our mailing list today! Join a National Board committee as a volunteer.
Sign up via our website.**

Become a professional – get certified!

www.certifiedmedicalinterpreters.org