

## IN THIS eNEWS

Letter from the President  
National Certification  
Newly Credentialed Interpreters  
Language Rights Corner  
Healthcare Disparities  
Language Technology  
Interpreter Ethics  
IMIA News  
IMIA Leadership Grows  
US Interpreting  
International Interpreting  
Minority Languages  
Sign Language  
IMIA Viewpoints  
Featured Studies  
Interpreter Education  
Translation  
Books of the Month  
Calendar of Events  
Committee Corner  
ISP Division Corner  
IMIA Connection  
IMIA Strategic Plan  
IMIA Bylaws Bit by Bit  
About The eNews

## QUOTE OF THE MONTH

*"Don't carry your mistakes  
with you. Instead, place them  
under your feet and use them  
as stepping stones."*

-Unknown

## LETTER FROM THE PRESIDENT OF IMIA



Dear Members,

The IMIA Board has decided to make the monthly enews public. We think this strategy will increase outreach, promote education and collaboration among the different stakeholders. Feel free to share it with your colleagues and post on your social media pages.

### Leadership

We are continuously and positively growing, I would like to welcome new members to the IMIA leadership:

- Tessa Donato, U.S. Chapter Chair Network Secretary
- Juan Gutierrez, Washington Chapter Vice-Chair
- Eric Hardt, MD, Health Provider Division Chair
- Cynthia Holbrook, Certified Interpreters Division Chair
- Catalina J. Natalini, Delaware Chapter Chair
- Maria Schweiter, IMIA Executive Board

### CCHI Accreditation

I would like to congratulate the Certification Commission for Healthcare Interpreter (CCHI) CHI™ for obtaining accreditation through The National Commission for Certifying Agencies (NCCA), Spanish Certification. The IMIA recognizes all three national certification programs: the National Board, CCHI, and RID. The IMIA, while one of the co-founders of NBCMI, is an umbrella association for the field, and recognizes and promotes all certification programs and state associations. IMIA promotes unity through the CI Division which stands for Certified Interpreter Division, incorporating CHIs, CMIs as well as those certified by RID, to work together under one roof to further promote certification as essential to professionalization. The IMIA gives complimentary memberships to all who were certified after 2009 as a way to recognize their effort.

### Leadership Academy

The International Medical Interpreters Association is happy to announce the launch of a new program that aims to educate those that want to lead in the field of language access in health care, the Language Access Leadership Academy. The 8-month program runs from September 4 through May 1, and will run annually with 1.5 hour classes running every two weeks. Individuals who complete the program will become Leadership Academy Fellows and will have annual reunions and networking opportunities after the program. Registration is open and the deadline is extended to August 31st, 2012.

### International Outreach

The IMIA continues to increase awareness of the profession at an international level. I was happy to learn about the success of our Spain Chapter Symposium which took place on June 25-26. It was attended by over 100 individuals from all over the country and brought together over 20 presentations of many medical interpreting projects in Spain. Our own Spain Chapter Chair and Vice Chair Lluís Bauxauli and Barbara Navaza presented, alongside Izabel Arocha. This work was done in collaboration with the Universidad of Alcalá. In addition, on July 21 Izabel presented at the Annual Japanese Society of Travel Medicine in Osaka Japan, at their invitation, and on the 22nd participated in several important JAMI meetings (Japanese Association of Medical Interpreters) as one of their board members. This event was attended by over 250 providers and medical interpreters. IMIA Japan was well represented.

I would like to invite our members to work on the different Committees, Chapters or Divisions; there is something of interest for everyone and different levels of commitment to match individual circumstances. Your participation will definitely make a difference in your professional development, without our members we can't move forward the initiatives we have in place. Please apply today! You will love to work within the IMIA family. Have you marked your calendars yet for our Conference? It will take place in Miami Beach on Jan 18-20, 2013! You won't want to miss it. Book early to get best rates.

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](mailto:president@imiaweb.org) I am always happy to connect directly with our members.

Thank you for your continuous support.

All the best,

*Lola Bendana*

Lola Bendana  
IMIA President  
[President@imiaweb.org](mailto:President@imiaweb.org)





# INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

# AUGUST 2012 eNEWS

Please Share the IMIA eNews with Your Colleagues!

## NATIONAL CERTIFICATION



THE NATIONAL BOARD OF CERTIFICATION  
FOR MEDICAL INTERPRETERS

### VIETNAMESE OR KOREAN INTERPRETERS – PLEASE COME FORWARD

"Are you a health care interpreter who speaks Vietnamese or Korean? We ask you to volunteer to take a pilot medical certification exam. The data from the pilots will be used to finish the exams in those languages for the National Board of Certification for Medical Interpreters. We had a great participation of volunteers for the pilots in Cantonese, Mandarin and Russian, and those pilots are done and the exams are being finalized and will be ready to launch soon. The pilot exam is free, there is no pass/fail, and no one sees your results but you. It will give you a preview of the actual exam and help advance certification to other languages. If you can volunteer for the pilot in either Vietnamese or Korean, please email [staff@certifiedmedicalinterpreters.org](mailto:staff@certifiedmedicalinterpreters.org) with your contact information, location and language."

### NATIONAL BOARD'S WEBINARS ON NATIONAL CERTIFICATION

Next Webinar:

Thursday, August 23rd at 11am 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)

Sept. 21, Fri. 4 p.m.

Oct. 22, Mon. noon

Nov. 27, Tues. 1 p.m.

Dec. 19, Wed. 11 a.m.

### CMI TIDES - SUMMER ISSUE

Please see the latest issue of the National Board's Newsletter that includes:

- Salem Health interpreter team achievements!
  - National Board elections and new Chair, Vice Chair and Secretary elected
  - Does Anyone Here Speak Polish? - A Provider's Perspective
  - First CMI in Arizona - pioneering the way
  - Unity in the Field
- ...and more, including lots of information on becoming certified!

### [View the Newsletter](#)

or go to the National Board website at [www.certifiedmedicalinterpreters.org](http://www.certifiedmedicalinterpreters.org) and look under NEWS

### ABOUT THE NATIONAL BOARD OF CERTIFICATION FOR MEDICAL INTERPRETERS

The National Board is a special division of the IMIA and has independent authority over all essential certification decisions. It is the first national certification body developed by interpreters that has as its home the only national medical interpreter association. This means the National Board has 501c3 public charity status, the non-profit status that ensures activities are for the public good. The National Board developed the first comprehensive national medical

interpreting certification program in 2009. The purpose of certification is to ensure limited English proficiency patient safety by rigorous evaluation and assurance of the competency of medical interpreters, through written and oral exams. Those who pass the written and oral exams are bestowed the CMI credential which stands for Certified Medical Interpreter. For more information, visit

[www.certifiedmedicalinterpreters.org](http://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 June of 2012.

### Congratulations!

Midori Altamirano (OR)

Andrew Beggs (MA)

Susan Best (VA)

Martha Blackwood (TX)

Priscilla Charris (VA)

Isabel Detzler (SC)

Kelly Dimock (NC)

Christine Giraldo (MD)

Jennifer Gosar (OR)

Patricia Harrison (CT)

David Lee (GA)

Beatriz Luciano-Rozie (MN)

Sarah Perez de Heredia (MA)

Stephen Pick (OR)

Elizabeth Ramirez (MA)

Maria Rangel (CA)

Kelly Rodriguez (FL)

Julia Sachs (SC)

Maria Spodick (CT)

Dennis Trujillo (MA)

Jason Zinn (VA)



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



# INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

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## NATIONAL CERTIFICATION (CONT.)

### MEDICAL INTERPRETER TEAM TO RECEIVE NATIONAL HONOR

Salem Health's Language Access team was recently recognized by the National Board of Certification for Medical Interpreters as the first in Oregon — and one of the first nationally — to have the majority of its members

<http://www.youtube.com/watch?v=ccsleSi5MV0&feature=youtu.be>

### CCHI RECEIVES NCCA ACCREDITATION FOR ITS CHI™ CERTIFICATION

Congratulations to the CCHI! During its most recent session, the National Commission for Certifying Agencies, (NCCA) accredited the Certification Commission for Healthcare Interpreter (CCHI) CHIT-Spanish Certification for a five-year period, expiring June 30, 2017. This makes the CCHI the only healthcare interpreter certification process to receive NCCA accreditation, validating our trust in the credibility of this national certification [process](#). Here's some information about the NCCA, excerpted from their website <http://www.credentialingexcellence.org/ProgramsandEvents/NCCAAccreditation/tabid/82/Default.aspx>

[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](mailto:info@certifiedmedicalinterpreters.org)  
1425 K Street NW, Suite 350  
Washington, DC 20005  
765-MED-CERT or 765-633-2378  
[www.certifiedmedicalinterpreters.org](http://www.certifiedmedicalinterpreters.org)

### ACT NOW - JOIN THE NATIONAL FORUM

The National Interpreter Advocacy Forum was formed on May 1, 2007 and has become a national movement for language access advocates nationwide. It is a coalition of organizations and individuals that engage in effective advocacy for equitable treatment of language minority individuals. Our mission is to promote language rights, access to credentialed interpreters, and the reimbursement of language services in health care. We provide a forum for language access advocates to organize in task forces and affect change in policies and laws related to language rights. Annual meetings occur on May 1 of each year in a different city in the US. These Task Forces have 1 hr monthly conference calls. If you want to get more involved this is a great way to do it.

Anyone can join. You do NOT have to be a member of any organization. You do NOT have to be an interpreter either. You just have to be passionate about advocating for language access for all!

### OUR WORK IS ORGANIZED BY TASK FORCES:

**Government Task Force** - promotes our mission to government entities and offices

**Education Task Force** - promotes our mission to interpreter training organizations (academic and occupational)

**Interpreter Task Force** - promotes our mission to all interpreter associations and organizations

**Medical Provider Task Force** - promotes our mission to healthcare providers (AMA, Orthopedic association, Nurse associations, practitioner groups)

**Healthcare Organization Task Force** - promotes our mission to healthcare organizations

**Language Company Task Force** - promotes our mission to language companies

**Insurance Company Task Force** - promotes our mission to insurance companies

**Community Task Force** - promotes our mission to communities that utilize interpreters

For more information go to  
<http://www.imiaweb.org/advocacy/NatIntAdvForum.asp>

*"The difference between  
ordinary and extraordinary  
is that little extra."*

*-Jimmy Johnson*

## LANGUAGE RIGHTS CORNER



### ENDANGERED LANGUAGES PROJECT

Languages are entities that are alive and in constant flux, and their extinction is not new; however, the

pace at which languages are disappearing today has no precedent and is alarming. About half of the world's approximate 7,000 languages are at risk of disappearing in the next 100 years. But today we have tools and technology at our fingertips that could become a game changer.

<http://www.endangeredlanguages.com/about/>

Director and CEO of The Trevor Project follows.

[www.sacbee.com/2012/06/20/4577657/addressing-health-disparities.html#storylink=cpy](http://www.sacbee.com/2012/06/20/4577657/addressing-health-disparities.html#storylink=cpy)

### CULTURAL CONCERNS IN MEDICAL TRANSLATION & INTERPRETING

While many linguists can perform direct translations of simple medical terms and regular conversation, medical translation involves much more than that. It is vitally important to both the practitioner and patient to understand exactly what is being discussed, and that includes a detailed knowledge of medical concepts and the repercussions of diseases and treatments. For example, a recent article in the Tufts Journal stated that the Navajo have no word for chemotherapy. An interpreter would first have to get the concept of chemotherapy across and communicate the risks and benefits associated with the procedure before the conversation could continue. The doctor would be the one to provide the explanation, but the interpreter would have to flag the unfamiliar concept in the first place.

<http://www.alsintl.com/blog/cultural-concerns-medical-translation-interpreting/?twitter0v>

## LANGUAGE TECHNOLOGY



### GOOGLE FIGHTS TO SAVE 3,054 DYING LANGUAGES

The site, launched early Thursday, features videos and an interactive map. The curious can click on any one of the dots that hang over each country (including a surprising number in the U.S.), each representing a whole language. You can hear the heartbreaking, beautiful sound of Koro being sung, or read 18th-century manuscripts written in a nearly-dead Native American tongue. "Documenting the 3,000+ languages that are on the

verge of extinction is an important step in preserving cultural diversity," write project managers Clara Rivera Rodriguez and Jason Rissman.

<http://www.cnn.com/2012/06/21/tech/web/google-fights-save-language-mashable/index.html>

### JAPANESE RETAILER RAKUTEN TO LAUNCH THE KOBO EREADER, LOCALIZED CONTENT

Rakuten hopes to start an eReading revolution in Japan. As CEO Hiroshi Mikitani pointed out today, reading in Japan is declining and he hopes the Kobo will in part slow this trend. But Amazon is said to be eyeing the largely untapped market of Nippon, too. Rakuten purchased the Canadian-based Kobo late last year for \$315 million, likely with the hope to corner the market before Amazon.

<http://techcrunch.com/2012/07/02/kobo-japan/>

### MULTILINGUAL DESKTOP PUBLISHING (DTP) SERVICES

As part of document translation services, Globalization Partners International (GPI) has built up extensive multilingual desktop publishing experience in all of the most popular authoring software solutions used to create source language documents. In addition to developing DTP best practices for all popular authoring applications, GPI also provides training and consulting in key desktop publishing software solutions.

<http://www.globalizationpartners.com/services/multilingual-desktop-publishing.aspx>

### MALWARE INFILTRATES IOS APP STORE FOR THE FIRST TIME

Wired reports that a Russian-language app called Find and Call was discovered to contain a Trojan virus that uploaded users' address books to a remote server. It also spammed all phone and email contacts with links to the app and logged the handset's GPS coordinates.

<http://www.mcvuk.com/news/read/malware-infiltrates-ios-app-store-for-the-first-time/099148>

## HEALTHCARE DISPARITIES

### ADDRESSING HEALTH DISPARITIES AMONG LGBTQ YOUTH

In a resolution passed today by the American Medical



Association's House of Delegates, the premier governing body for medical practitioners in the United States resolved to, "urge social networking platforms to adopt Terms of Service that define and prohibit electronic aggression, which may include any type of harassment or bullying, including but not limited to that occurring through e-mail, chat room, instant messaging, website (including blogs) or text messaging." Today's resolution follows strides taken by the Department of Health and Human Services to extend resources related to care, research, training and prevention in order to reduce health disparities with lesbian, gay, bisexual, transgender and questioning (LGBTQ) people, including youth. A statement on these important policy changes from Abbe Land, Executive





## INTERPRETER ETHICS

### IMIA CODE OF ETHICS ETHICAL TENET #8

Interpreters will use skillful unobtrusive interventions so as not to interfere with the flow of communication in a triadic medical setting.

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



#### ETHICAL DILEMMA:

You are interpreting for a patient from a different region of your country. The patient speaks a dialect or has an accent in your language that you find very difficult to understand. The first few times that the patient uses a term you don't understand, you stop him to ask for clarification. However, after the fifth or sixth time, the doctor is obviously getting annoyed. You start to feel a bit guilty (after all, this is your own language!) and try your best. Suddenly you realize that you may have made a serious mistake in interpreting some of the patient's symptoms. What should you do according to the code of ethics? Should you have excused yourself from this interpretation?

Send comments to [Ethics@imiaweb.org](mailto:Ethics@imiaweb.org)

*"Keep away from people who try to belittle your ambitions. Small people always do that, but the really great ones make you feel that you too, can become great."*

-Mark Twain

## IMIA NEWS



Language Access  
Leadership Academy

LANGUAGE ACCESS  
LEADERSHIP ACADEMY  
LAUNCHED TO  
INCREASE NUMBER OF  
LEADERS IN THE FIELD

The IMIA recently launched the  
Language Access Leadership Academy to  
train future leaders in language access

Kontax - International Medical Interpreters Association - Boston - USA - The International Medical Interpreters Association is happy to announce the launch of a new program that aims to educate those that want to lead in the field of language access in health care. "The Leadership Academy will provide a specialized program that will enhance participants knowledge and skills in our sector," said Ira SenGupta, IMIA Board, and Co-Chair of the Academy. "We are excited to raise the number of individuals that are going to push this agenda forward in the next few years." The 8-month program runs from September 4 through May 1, and will run annually with 1.5 hour classes running every two weeks. Individuals who complete the program will become Leadership Academy Fellows and will have annual reunions and networking opportunities after the program. Registration deadline extended to August 31st, 2012.

[http://kontax.com/  
Language\\_Access\\_Leadership\\_Academy\\_  
Launched\\_to\\_Increase\\_Number\\_of\\_Lead  
ers\\_in\\_the\\_Field-559-en.html](http://kontax.com/Language_Access_Leadership_Academy_Launched_to_Increase_Number_of_Leaders_in_the_Field-559-en.html)

LEADERSHIP ACADEMY REGISTRATION  
OPEN - REGISTER NOW!  
DEADLINE EXTENDED TO AUGUST 31ST!  
[http://www.imiaweb.org/education/  
leadershipacademy.asp](http://www.imiaweb.org/education/leadershipacademy.asp)

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

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!

### REGISTRATION OPENS FOR THE 2013 IMIA CONFERENCE IN MIAMI, FL!

Early Bird Rates available until Sept. 15th, 2012

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

### ESSAY CONTEST FOR 2013 IMIA CONFERENCE—SUBMIT BY AUGUST 15TH, 2012

IMIA Members Are Invited To Submit An Essay For The Chance to Win A Free Registration To The 2013 IMIA Conference!

10 Winning Essays Will Be Chosen!

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

### OCTOBER 5TH, 2012 IMIA KENTUCKY CHAPTER FORUM

Lexington, KY

Co-organized by IMIA

& SEMIA The South Eastern Medical Interpreters Association

[http://www.imiaweb.org/  
conferences/  
kentuckyforum2012.asp](http://www.imiaweb.org/conferences/kentuckyforum2012.asp)





# INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

# AUGUST 2012 eNEWS

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## INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

## 2013 International Medical Interpreters Conference

January 18 - 20, 2013 • Miami Beach Convention Center  
1901 Convention Center Drive • Miami Beach, FL 33139



## SPECIALIZED INTERPRETING: GETTING BEYOND THE BASICS EXPLORING QUALITY INTERPRETING IN MULTIPLE SPECIALTIES

### Keynote Speaker:



Guadalupe Pacheco  
Senior Health Advisor  
to the Director of the Office of Minority Health  
U.S. Department of Health and Human Services

*"The 2013 IMIA Conference will provide a forum to hear national and international perspectives on the emerging practices of providing quality interpretation services to a growing global village."*

Guadalupe Pacheco  
Keynote Speaker

### Panels

1. Independent Contractor or Employee?  
*How is this issue affecting medical interpreters?*
2. Interpreter Associations Collaborative  
*Building a Unified Front*

### Open Forums:

1. Interactive Forum: Exploring the identity of medical interpreters  
*Living in the gray zone between medicine and language*
2. Generalist or Specialist?  
*A discussion on how the medical interpreter's identity fits in*

### Over 60 Workshops:

[http://www.imiaweb.org/uploads/pages/682\\_2..pdf](http://www.imiaweb.org/uploads/pages/682_2..pdf)

### Pre-conference workshops:

1. Medical Terminology Boot Camp  
<http://www.imiaweb.org/conferences/bootcamp2013conf.asp>
2. Interpreting in Difficult Situations  
<http://www.imiaweb.org/conferences/bootcamp2013conf.asp>
3. Simultaneous Interpreting  
<http://www.imiaweb.org/conferences/preconference.asp>

### Conference Information:

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

Email [info@imiaweb.org](mailto:info@imiaweb.org) for information



**REGISTER**  
**On Line Now!**

<http://www.imiaweb.org/conferences/confreg2013.asp>

## **NEW! Student Rates!**

## IMIA LEADERSHIP GROWS & CHANGES

THE IMIA WOULD LIKE TO WELCOME  
THE FOLLOWING INDIVIDUALS INTO  
THEIR NEW LEADERSHIP POSITIONS!



**Tessa Donato,**  
IMIA Minnesota State  
Chair has accepted a U.S.  
Chapter Chair network  
secretary position.



**Juan Gutierrez,**  
Washington Chapter  
Vice-Chair



**Eric Hardt, MD,**  
Health Provider  
Division Chair



**Cynthia Holbrook,**  
Certified Interpreters  
Division Chair



**Catalina J. Natalini,**  
Delaware Chapter Chair



**Maria Schweiter,**  
IMIA Executive Board

## US INTERPRETING



### MEDICAL INTERPRETERS – IMPROVING PATIENT CARE

The role of interpreters in hospitals is a natural fit, especially given the complex nature of medical communications. In a recent study conducted by the University of Massachusetts, patients who were assisted by medically certified interpreters during their admission and discharge had significantly shorter hospital stays than those who did not utilize an interpreter. The results of this study clearly illustrate the necessity of professional interpretation and translation service in the field of medicine. Patients need the ability to accurately communicate and comprehend all matters regarding their treatment or condition, not only for peace of mind but for their overall health and well-being.

[http://  
interpretersunlimited.blogspot.com/2012  
/06/medical-interpreters-improving-  
patient.html](http://interpretersunlimited.blogspot.com/2012/06/medical-interpreters-improving-patient.html)

### GABBLE ON: USING MACHINE TRANSLATION TO LEARN A LANGUAGE

Basically, the site leverages an MT engine (Google, Bing, Systran) to display a news article in the target language. It's still a work in progress, but I like the way it displays source and target sentences side

by side so you can follow along sentence by sentence.

[http://www.globalbydesign.com/  
blog/2012/07/05/gabble-on-using-  
machine-translation-to-learn-a-language/](http://www.globalbydesign.com/blog/2012/07/05/gabble-on-using-machine-translation-to-learn-a-language/)

### MANY DOCTORS USE LIMITED SPANISH SKILLS WITH PATIENTS

According to research from the University of Washington, testing the fluency of Spanish-speaking medical students may decrease their willingness to use the language with their Hispanic patients. In the study, more than 60 percent of the pediatric residents who acknowledged some level of proficiency in Spanish said they would use the language to discuss medical problems with their patients. After an evaluation of their skills, only 51 percent said they would use Spanish.

[http://www.reuters.com/  
article/2012/06/13/us-doctors-spanish-  
skills-idUSBRE85C1GW20120613](http://www.reuters.com/article/2012/06/13/us-doctors-spanish-skills-idUSBRE85C1GW20120613)

*"People travel to wonder  
at the height of  
mountains, at the huge  
waves of the sea, at the  
long courses of rivers, at  
the vast compass of the  
ocean, at the circular  
motion of the stars; and  
they pass by themselves  
without wondering."*

*-St. Augustine*



## INTERNATIONAL INTERPRETING

### HANDBOOK OF TERMINOLOGY

The Handbook of Terminology provides new terminologists with the information they will need to practice their profession, regardless of the area of specialization in which they may be called upon to work. It was designed and organized with a view to giving easy access to the key aspects of terminology work and to providing a guide to the steps that must be taken to deliver a product to users of specialized terminology.

<http://www.btb.gc.ca/publications/documents/termino-eng.pdf>



### EGYPT: INTERPRETING THE COUP

In February 2011, while the slogan of "The army and the people are one hand" was coined and disseminated, the SCAF established full control over the essential institutions of the state. The main pillars of a successful coup were all there: control over media, the bureau-cracy, the security apparatus and the legal system. However, the Egyptian coup seems hard to interpret. The intricate election of Morsy as a civilian president who does not belong to the coup plotters came as a surprise to many. As opposed to old-fashioned coups of the Cold War era, when the leaders of coups installed themselves as autocrats for life, the Egyptian coup allowed a civilian contestant to triumph over a fellow military candidate from the presidential race and assume power. There is an interpretation for the above mystery. The Egyptian coup is not unique and is part of a new generation of world coup d'états. In this latest style of coups, the military expresses sincere love for democracy and ballot boxes.

<http://www.globalresearch.ca/index.php?context=va&aid=31738>

### THAILAND FREES U.S. TRANSLATOR

BANGKOK — An American sentenced to two and a half years in Thai prison for

translating a banned biography about the country's king and posting the content online has been freed by a royal pardon, the U.S. Embassy said Wednesday.

[http://www.bendbulletin.com/article/20120712/NEWS0107/207120355/?utm\\_source=Interpreters%3A+The+Unsung+Heroes&utm\\_campaign=CC+05%2F10&utm\\_medium=email](http://www.bendbulletin.com/article/20120712/NEWS0107/207120355/?utm_source=Interpreters%3A+The+Unsung+Heroes&utm_campaign=CC+05%2F10&utm_medium=email)

### LANGUAGE RULES VIOLATE EURO WORKERS' RIGHTS

The Flemish Community is an autonomous region encompassing the northern portion of Belgium and is home to 60 percent of the country's residents. There is mounting pressure to consider Flanders, as the region is also known, a separate nation from Belgium. The Flemish Community also requires that only Dutch be spoken and used in employment matters.

But PSA Antwerp, while established in Flanders, is headquartered in Singapore and has offices all over the world. In considering Las's case, the Belgian court asked the EU's Court of Justice whether the Flemish Community's language law could be applied to international companies doing business in Flanders.

## MINORITY LANGUAGES

### VANISHING VOICES

One language dies every 14 days. By the next century nearly half of the roughly 7,000 languages spoken on Earth will likely disappear, as communities abandon native tongues in favor of English, Mandarin, or Spanish. What is lost when a language goes silent?

<http://ngm.nationalgeographic.com/201/07/vanishing-languages/rymer-text>



### LANGUAGE CHALLENGES IN CLINICAL PRACTICE

Large medical institutions, like medical centers, employ interpreters at great expense, but smaller offices often need to rely on family members or special telephone services to communicate with a sick patient or their families. Language issues aren't always anticipated, so most interpreter requests will need to be done during a typical fifteen-minute encounter. Our office did install a special phone that we can use for remote interpreter services, but no one has ever used it. I don't consider language differences a barrier, but they can be challenging. The most common non-English language in our practice is Spanish. Most people from Mexico, Central America, or South America speak just enough English to get by, and I speak just enough medical Spanish to fill in the gaps. Using friendly sign language and patience, we can usually complete the visit without help. Many non-English speaking people will bring a family member to help. In many cases, this family member may be a child. It is very awkward to discuss personal adult issues using a child as an interpreter.

<http://blogs.webmd.com/all-ears/2012/07/language-challenges-in-clinical-practice.html>

### MICROSOFT TRANSLATOR HUB WILL SAVE LANGUAGES FROM EXTINCTION

According to the company, the team behind the Translator Hub was inspired to create an adaptive language service after the tragic Haitian earthquake of 2010, when aid workers and victims encountered a troubling language barrier in the wake of the disaster. The Microsoft team has so far worked with Hmong and Nepali speakers, the younger of which were often unable to fluently speak their own language. Even in its early stages, elders amongst the Hmong community were able to receive surprisingly accurate translations using the Translator Hub, according to Microsoft. The ability to host all of the translation data in the cloud allows disparate communities to come together in one space and perfect the online model of their language.

<http://techli.com/2012/07/microsoft-translator-hub/>



## SIGN LANGUAGE

### THE FLORIDA REGISTRY OF INTERPRETERS FOR THE DEAF OFFERS TRAINING ON EMERGENCY MANAGEMENT INTERPRETING

**2012 FRID CONFERENCE, JACKSONVILLE,  
FL, OCTOBER 18 – 21, 2012**

The Florida Registry of Interpreters for the Deaf (FRID) announces its 2012 Conference program to include 12 hours of training on Emergency Management Interpreting (EMI). In this emerging field for sign language interpreters, this training has never been available at any national, regional or statewide conference. The FRID Emergency Management Committee (EMC), working closely with the Registry of Interpreters for the Deaf's (RID) Emergency Management Task Force (EMTF), has gathered experts in the field to present this training program. The EMI training includes modules as recommended by the RID EMTF in addition to requirements specific to Florida. At the conclusion of the conference, FRID expects to have interpreters who have completed all of the recommended modules and be qualified to be deployed in Florida Interpreter Strike Teams (FIST) as needed during emergency or disaster situations in the State of Florida.

[http://www.imiaweb.org/uploads/pages/544\\_2..pdf](http://www.imiaweb.org/uploads/pages/544_2..pdf)

### TALKING HANDS NO LONGER SILENT

Gloves with sensors are turning sign language gestures into the spoken word via a smartphone. Sign language is the way people with hearing loss are able to communicate with the rest of the world. A new technology is emerging for hearing individuals who don't understand the special technique of talking with your hands.

<http://www.brightsideofnews.com/news/2012/7/15/talking-hands-no-longer-silent.aspx>



### DEAF CHILDREN PRONE TO SEXUAL ABUSE

The Cebu-based Gualandi Volunteer Service Program (GVSP) has been documenting and assisting in the filing of cases related to the sexual abuse of Deaf children as part of "Break the Silence" (BTS), a project the group launched in January 2011 after it discovered high instances of sexual abuse among people with hearing disabilities. Of the six rape cases reported in June, suspects in only three cases have been charged in court, said GVSP program manager John Paul Maunes. Since the launching of BTS, GVSP has intervened in at least 20 cases of sexual abuse against the Deaf, with 10 cases already filed in court. Maunes said rape was the most common abuse among female victims and sexual advances by gays among male victims. GVSP has adopted the vision of a "Deaf-inclusive Filipino society" through the volunteering program of the Gualandi Mission for the Deaf. It is part of the BTS network started by the Stairway Foundation that advocates children's rights.

<http://www.abs-cbnnews.com/-depth/07/15/12/deaf-children-prone-sexual-abuse-says-ngo>

## 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](mailto:info@imiaweb.org).



### NEW ARTICLE:

**Interview with Grisel Diaz of  
Duke University Medical Center  
International Department**

<http://www.dukehealth.org/>

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

**Question: Tell me about your business,  
how/why/when did it begin?**

Answer: Based on the Title VI of the Civil Rights Act of 1964, The Duke International Patient Center implemented and developed in the year 2000 a plan to serve our rapidly growing LEP (Limited English Proficiency) patients in the medical setting ...

### (Interview continued at:

[http://www.imiaweb.org/uploads/docs/Duke\\_University\\_Medical\\_Center\\_Interview.pdf](http://www.imiaweb.org/uploads/docs/Duke_University_Medical_Center_Interview.pdf))

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

## FEATURED STUDIES



### UNIVERSITY OF MARYLAND FINDS HOW TO INCLUDE 'HARD-TO- REACH' PATIENTS IN RESEARCH STUDIES

In 1993, for example,  
women's health  
advocates persuaded

Congress to pass legislation requiring women and minorities to be part of National Institutes of Health-funded trials. Until the mid-1980s clinical trials were conducted primarily on a pool of white males because some leaders believed that women, with their cycling hormones, would complicate results. Similarly, says Mullins, "Researchers usually don't outreach to some groups of patients perhaps because it takes more time and effort to include them. But these overlooked people typically have greater health needs. "Opportunity for change arrived on Mullins' desk with a unique contract from the Patient-Centered Outcomes Research Institute (PCORI). <http://www.newswise.com/articles/university-of-maryland-finds-how-to-include-hard-to-reach-patients-in-research-studies>

## INTERPRETER EDUCATION

### LANGUAGE ACCESS LEADERSHIP ACADEMY LAUNCHED TO INCREASE

### NUMBER OF LEADERS IN THE FIELD – REGISTRATION DEADLINE EXTENDED TO AUGUST 31ST, 2012!

Who is this program for? Some interpreter managers state that they do not have all the information or strategy at their fingertips to convince their own hospital administrators of the need for more interpreters or for greater access. Individuals in community service organizations are also looking for greater skills and knowledge to further their work



in language access. Medical interpreters who wish to make a difference can benefit from this program. Last, interpreter association leaders who also wish to further their abilities in leadership will find this 8-month program enlightening. "It took us almost a year to finalize the curriculum, ensuring the program demands are realistic for the working adult. The decision to make it an online program increased access and lowered the cost of the program for all," said Izabel Arocha, M.Ed., CMI-Spanish, and Executive Director for the IMIA and Co-Chair of the Academy. Arocha and SenGupta learned much needed information through IMIA's participation in the Disparities Leadership Program, run by Joseph R. Betancourt, MD, MPH, Director of the Disparities Solution Center's We value the support and advise he and Dr. Alex Green gave us for this project." "IMIA has brought great deal of recognition to the field of medical interpretation over the years. Now it is exciting to see the organization helping to empower more leaders within the field to take action towards improving the care of linguistic minorities," said Alexander Green, MD, who is also on the advisory board of the IMIA.

<http://www.imiaweb.org/uploads/pages/683..pdf>

### THE COMMUNITY COLLEGE OF RHODE ISLAND, LISTON CAMPUS IN PROVIDENCE, WILL OFFER A NEW HEALTH CARE INTERPRETER CERTIFICATE PROGRAM BEGINNING FALL 2012.

Students who are bilingual in Spanish/English will spend two semesters learning the necessary medical knowledge and terminology and interpreting practices to serve as professional health care interpreters. Graduates will be eligible to take the National Board of Certification for Medical Interpreters (NBCMI) exam. Students can also use the credits they earn in the CCRI certificate program toward an associate's degree. Students in CCRI's program will take three courses over two semesters, with 45 hours of on-site training throughout the year. In the fall 2012 semester students will shadow a professional interpreter for a total of 15 hours and in spring 2013 will spend 30

hours as an interpreter under supervision. An informational meeting concerning this new program will be held on Tuesday, August 7, 2012 from 5:30 pm to 6:30 pm at the Knight Campus in Warwick, RI in Room 0028 - Office of Enrollment Services.

To learn more online, visit [www.ccri.edu/dean-hrs/admiss-docs.html](http://www.ccri.edu/dean-hrs/admiss-docs.html)

### THE WRONG AND RIGHT WAY TO LEARN A FOREIGN LANGUAGE

In a recent issue of the Washington Post Express, Andrew Eil, a staffer who works at the U.S. State Department on international climate change, recommends that foreign language students start with "boot camp:" Study grammar very hard, drill vocabulary every day, and force yourself to talk. This regimen, he claims, put him in a position to develop high levels of competence in several languages; he now speaks Russian and French fluently and can converse in Mandarin and Kazakh. Most of us who have taken foreign languages classes that emphasize heavy grammar instruction and memorizing vocabulary would disagree with his recommendations and so does the research.

[http://www.washingtonpost.com/blogs/answer-sheet/post/the-wrong-and-right-way-to-learn-a-foreign-language/2012/06/16/gJQAK2xBhV\\_blog.html](http://www.washingtonpost.com/blogs/answer-sheet/post/the-wrong-and-right-way-to-learn-a-foreign-language/2012/06/16/gJQAK2xBhV_blog.html)

## TRANSLATION

### DAYTON MEDICAL PRACTICE MOVING, VOCALINK HIRING

Vocalink, a communication and translation company which received a \$36,000 grant, will more than double its full-time staff of 22, adding up to 32 full-time employees by converting contract interpreter positions to full-time jobs. Located at 405 W. First St., the company also plans to develop an online linguistic training program.

<http://www.bizjournals.com/dayton/news/2012/07/11/dayton-medical-practice-moving.html>



## TRANSLATION (CONT.)

### RAYTHEON TRANSLATION SYSTEM WORK CONTINUES

The award was given by the U.S. Defense Advanced Research Projects Agency under the Multilingual Automatic Document Classification, Analysis and Translation program, under which the company has already been working. "Foreign language translation on the battlefield is slow, unreliable, difficult to access and expensive," said Prem Natarajan, head of Speech and Language Processing at Raytheon BBN Technologies.

[http://www.upi.com/Business\\_News/Security-Industry/2012/07/16/Raytheon-translation-system-work-continues/UPI-73291342459483/#ixzz20uM5P792](http://www.upi.com/Business_News/Security-Industry/2012/07/16/Raytheon-translation-system-work-continues/UPI-73291342459483/#ixzz20uM5P792)

### TRANSLATORS WITHOUT BORDERS PARTNERS WITH KONTAX, THE MULTILINGUAL PRESS RELEASE SERVICE

With the partnership, Kontax will use its worldwide network of ISO 9001-certified LSPs to provide translations of TWB press releases into more than fifteen languages, and the Kontax website to distribute and track the press releases worldwide. Releasing news in other languages is significant for the many NGOs around the world which need Translators without Borders' support. "At Translators without Borders our mission is to increase access to knowledge in local languages around the world," said Lori Thicke, founder of Translators without Borders. "Kontax' international press release distribution system is also increasing access to knowledge, and we are pleased to work with them to get our news out to the NGO community world-wide."

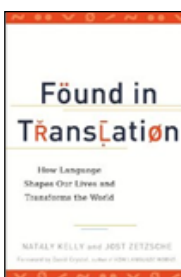
[http://kontax.com/Translators\\_without\\_Borders\\_partners\\_with\\_Kontax\\_the\\_multilingual\\_press\\_release\\_service-594-en.html](http://kontax.com/Translators_without_Borders_partners_with_Kontax_the_multilingual_press_release_service-594-en.html)

### "THE CURIOUS CASE OF BENJAMIN BUTTON" IN IRAN

Iranian translator Farshid Ataei has translated a collection of stories entitled "The Curious Case of Benjamin Button". Marketed in Iran by Amout, the book holds 6 short stories by authors including Scott Fitzgerald, Somerset Maugham, O'Connor, Susan Sontag, Aleksandar Hemon and Haruki Murakami. The book holds different narration styles from classic to post modernism. Authors like Susan Sontag, Aleksandar Hemon and Haruki Murakami have presented the book's post modern stories while Fitzgerald, Somerset Maugham, O'Connor are classic writers, he noted.

[www.ibna.ir/vdceox8zfjh8ezi.1kbj.html](http://www.ibna.ir/vdceox8zfjh8ezi.1kbj.html)

## BOOKS OF THE MONTH



### FOUND IN TRANSLATION By Nataly Kelly and Jost Zetzsche

Translation affects every aspect of your life – and we're not just talking about the obvious things, like world politics and global business.

Translation affects you personally, too. The books you read. The movies you watch. The food you eat. Your favorite sports team. The opinions you hold dear. The religion you practice. Even your looks and, yes, your love life. Right this very minute, translation is saving lives, perhaps even yours. Translation influences everything from holy books to hurricane warnings, poetry to Pap smears. It's needed by both the masses and the millionaires. Translation converts



the words of dictators and diplomats, princes and pop stars, bus drivers and baseball players. Translation fuels the global economy, prevents wars, and stops the outbreak of disease. From tummy tucks to terrorist threats, it's everywhere. This book will help you see how the products you use, the freedoms you enjoy, and the pleasures in which you partake are made possible by translation.

<http://www.amazon.com/Found-Translation-Language-Shapes-Transforms/dp/039953797X>

## 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!

### The Classic IMIA Lapel Pin! Wear it with pride.

Just \$5.95 +s/h

Buy one now for yourself or a colleague at:

<http://www.imiaweb.org/store/default.asp>

*"When you've got something to prove, there's nothing greater than a challenge."*

*- Terry Bradshaw*





# INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

# AUGUST 2012 eNEWS

Please Share the IMIA eNews with Your Colleagues!

## CALENDAR OF EVENTS



**REGISTRATION FOR THE 2013  
IMIA CONFERENCE IN MIAMI  
BEACH, FL WILL HAS OPENED!**

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

**AUGUST 27TH, 2012**

**IMIA LIFELONG LEARNING WEBINAR**

Standardized Post-Secondary Interpreter  
Education: Essential to Professionalization  
*Presented by Lola Bendana,*

*IMIA President*

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

**SEPT. 4, 2012—MAY 1, 2013**

**LEADERSHIP ACADEMY REGISTRATION  
DEADLINE EXTENDED TO AUGUST 31ST!**

Developing the future language access  
leaders in health care.

[http://www.imiaweb.org/education/  
leadershipacademy.asp](http://www.imiaweb.org/education/leadershipacademy.asp)

**OCTOBER 5**

**IMIA KENTUCKY CHAPTER FORUM**

At University of Kentucky Student Center  
Lexington, KY

IMIA in Collaboration with The South  
Eastern Medical Interpreters Association

[http://www.imiaweb.org/conferences/  
kentuckyforum2012.asp](http://www.imiaweb.org/conferences/kentuckyforum2012.asp)

**IMIA MEDICAL TERMINOLOGY BOOT  
CAMP™**

**COMING UP:**

**Sept. 14th & 15th, Providence, RI**

[http://www.imiaweb.org/uploads/  
pages/663\\_6..pdf](http://www.imiaweb.org/uploads/pages/663_6..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



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

**Ad Astra, Inc.**

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

Ad Astra provides 24/7/365 linguistic  
support services, including translation,  
interpretation, transcription and language  
instruction, in 200 + native languages and  
sign language with a talent pool of  
trained and accredited linguists...

**UC Irvine Medical Center**

<http://www.uci.edu>

Founded in 1965, the University of  
California, Irvine combines the strengths  
of a major research university with the  
bounty of an incomparable Southern  
California location...



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

**Able Translations Ltd.**

<http://www.abletranslations.com>

High quality language solutions to private  
and public organizations worldwide in  
over 100 languages and across multiple  
sectors.

**Accipio Language Services**

<http://www.accipioservices.com>

Headquartered in Lexington, Kentucky,  
Accipio Language Services provides  
interpreting and translation services to  
healthcare, social services, government,  
schools and corporations. We currently  
offer service in 19 languages.

**Berkeley Language Institute**

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

Berkeley Language Institute offers  
evaluation and training for medical  
interpreters as well as language skills  
testing. The evaluations are done either  
in person throughout California and over  
the telephone nationwide.

**Catholic Charities Maine - Language  
Partners**

<http://www.ccmaine.org/language/>

CCME Language Partners provides quality  
interpretation in over 40 spoken  
languages, incl. many lesser-dispersion  
African languages. We also produce  
translations in over 20 languages...

**Fluency, Inc**

<http://www.gofluently.com/>

Fluency provides Internet-native  
interpreter management solutions for IS  
managers nationwide.

**Language Access Metro Project - LAMP**

<http://www.lampagency.com>

Since 1997 LAMP has provided  
interpretation and written professional  
translation services in the Saint Louis  
region.

**Mercy Medical Center-Des Moines**

[http://www.mercydesmoines.org/  
for\\_patients/interp.cfm](http://www.mercydesmoines.org/for_patients/interp.cfm)

A 917-bed acute care, not-for-profit  
Catholic hospital. Founded by the Sisters  
of Mercy in 1893, Mercy is one of the  
Midwest's biggest referral centers,  
offering a variety of specialty services  
that are unique to Iowa and the region.

**Phoenix Language Services, Inc.**

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

Phoenix Language Services is a full-service  
company that is devoted to providing  
experienced interpreters to our clients to  
help satisfy their communication needs.

**SWITS**

<http://www.swits.us>

SWITS has been breaking the barriers of  
linguistic and intercultural  
communication since 2002. Our  
interpreters help providers communicate  
effectively with their Deaf and Limited  
English Proficient (LEP) clients.



**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](mailto:IMIAISPDivision@imiaweb.org)





# INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

# AUGUST 2012 eNEWS

*Please Share the IMIA eNews with Your Colleagues!*

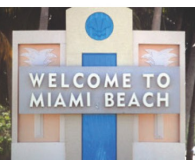


## INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

## 2013 International Medical Interpreters Conference

January 18 - 20, 2013 • Miami Beach Convention Center  
1901 Convention Center Drive • Miami Beach, FL 33139



## SPONSORS! Don't Miss THE OPPORTUNITY TO GAIN *VALUABLE EXPOSURE* WITH THIS TARGETED AUDIENCE!

### WHO ATTENDS THE

### IMIA CONFERENCE?

Nearly 500 were in attendance in 2011 from across the US and over 10 countries. Attendees include Spoken Language and ASL Medical Interpreters, Interpreter Trainers, Language Coaches, and Instructors, Hospital Administrators, Risk Management Professionals, Language Access Advocates, Physicians, Nurses, Social Workers, Language Service Providers and more.

### Sponsorship Information:

<http://www.imiaweb.org/conferences/sponsors.asp>



**IMIA ISP Members Receive a  
10% Discount off Sponsorship!**

All Sponsors who register and pay by  
August 15th, 2012 will receive an

**additional 10% OFF**  
the sponsorship amount!

That means IMIA ISP members would  
**receive a 20% discount total!**

### Conference Information:

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

Email [sponsorships@imiaweb.org](mailto:sponsorships@imiaweb.org) for information

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<http://www.imiaweb.org/conferences/sponsor2013.asp>

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# INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

# AUGUST 2012 eNEWS

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## 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=twlNugacDdY](http://www.youtube.com/watch?feature=player_detailpage&v=twlNugacDdY)

### 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/#%21/IMIAUpdates>

@IMIAeNews (By Ingrid Leeman E-News Chair)

<http://twitter.com/#%21/IMIAenews>

For more information, reach Rose Long, the IMIA Social Media Director at [imiasm@imiaweb.org](mailto:imiasm@imiaweb.org)

## IMIA 2011-2016 STRATEGIC PLAN

### ADVOCACY

- Continue local, national and international advocacy efforts
  - Promote best practices at all levels (laws, language access)
  - Advocate for professional recognition, certification, and reimbursement
- [http://www.imiaweb.org/uploads/pages/83\\_3..pdf](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](mailto:iarocha@imiaweb.org) if you have any questions about the text below.

4.5 Term of Office.

4.5.1 Elected Directors.

Except as otherwise provided in these By-laws, Elected Directors shall serve for staggered terms, with approximately one-half (1/2) of the Elected Directors elected every two years. Each Elected Director shall hold office for a term of four (4) years, commencing on January 1 of the year after in which elected, and in any event until the election of his or her successor or, if earlier, until such Director's death, resignation, removal or disqualification.

4.5.2 Ex-Officio Directors. Each Director serving as an Ex Officio Director as an Officer shall serve as a Director for so long as the Director holds such office or, if earlier, until the Director's death, resignation, removal or disqualification.

4.6 Removal of Directors.

4.6.1 General. The Members may remove any Director with or without cause by the affirmative vote of at least two-thirds (2/3) of the Members present and voting at a duly held meeting of the Members, notice of which meeting shall include notice of the proposed removal. Any such removal shall be made only after giving the Director in question reasonable prior notice of the proposed removal and an opportunity to be heard before the entity proposing to act on such removal.

4.6.2 Financial Arrearage.

Any Director who is suspended from membership in the Corporation, or who is in arrears in the payment of any money due to the Corporation more than one (1) year from the date of the assessment without the approval of the President or Board of Directors, shall cease to serve as an Officer on the fifteenth (15th) day after (i) notice of such suspension is mailed to him or her (unless the Director's membership is reinstated within such fifteen (15) day period) or (ii) the expiration of the one (1) year of assessment (unless within said fifteen (15) day period the pledge is paid or such payment is excused by the President or Board of Directors). In the event of any such cessation, the Treasurer and the Clerk (or in the event the Treasurer or Clerk is the subject of the cessation, another appropriate Director) shall promptly furnish an appropriate certification of same to the Board of Directors and at its first meeting after receipt of such certificate, the Board of Directors shall declare a vacancy created by such cessation.

(Article 4.7 to 4.10 will appear in the September eNews)

See the IMIA Bylaws at:

<http://www.imiaweb.org/about/bylaws.asp>

### 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](mailto: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](mailto: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  
August 2012**

*Please note there will be only 1 IMIA meeting in August 2012:*

**Tuesday, August 14th at 10am EST  
IMIA Conference Committee Meeting**

**IMIA Division and Committee Meetings  
September 2012**

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





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  
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## 2012 IMIA Medical Terminology Boot Camp™ Series

Providence, RI • Sept. 15 & 16, 2012



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

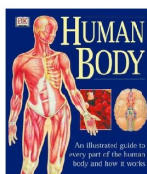
### 8 Hour Medical Terminology Boot Camp™

**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

#### Sept 15: 8 Hour Boot Camp

Hope Club  
Six Benevolent Street, Providence, RI 02906  
Tel: (401) 421-4960  
<http://www.hopeclub.com/>

8am-9am registration / Class runs 9am-12pm & 1pm-5pm

#### 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.  
RID/ASL CEUs—To request RID CEUs, please send an email to the MassRID Certification Maintenance Program at [CMF@MassRID.org](mailto:CMF@MassRID.org), or contact your local CMP Coordinator.

### 4 Hour Advanced Boot Camp™

#### English <> Spanish

Workshop is mostly in English but linguistic examples are in Spanish. Advanced knowledge and experience required. Participants will be asked to role-play various scenarios throughout the session. Please come prepared to actively participate.

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.

#### Sept 16: 4 Hour Advanced

Hope Club  
Six Benevolent Street, Providence, RI 02906  
Tel: (401) 421-4960  
<http://www.hopeclub.com/>

8am - 9am registration / Class runs 9am - 1pm

#### 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.  
RID/ASL CEUs—To request RID CEUs, please send an email to the MassRID Certification Maintenance Program at [CMF@MassRID.org](mailto:CMF@MassRID.org), or contact your local CMP Coordinator.



#### IMIA BOOT CAMP INSTRUCTORS (Instructor will vary per date)



Isabel S. Arocha, MEd, 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 INTERPRETERS ASSOCIATION

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# AUGUST 2012 eNEWS

*Please Share the IMIA eNews with Your Colleagues!*



## INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

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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](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](http://www.imiaweb.org/uploads/pages/380_4.pdf)

**Guide on Medical Translation:**

[http://www.imiaweb.org/uploads/pages/380\\_4.pdf](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](http://www.imiaweb.org/uploads/pages/380_3.pdf)



## INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

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# CONNECT!

### GET:

**Visible**

[www.imiaweb.org](http://www.imiaweb.org) > Interpreter Registry

**Counted**

[www.imiaweb.org](http://www.imiaweb.org) and > Join Us

**Trained**

[www.imiaweb.org](http://www.imiaweb.org) > Education > Training Directory

**Certified**

[www.imiaweb.org](http://www.imiaweb.org) > Get Certified

**Together**

[www.imiaweb.org](http://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>

# WWW.IMIAWEB.ORG

## Your Ad Here For \$100/month!

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](http://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](http://www.certifiedmedicalinterpreters.org)**