

Interpreting in Health and Community Settings Certificate

A Program of the Connecticut Area Health Education Center and Eastern AHEC, Inc



The Connecticut AHEC Medical Interpreter Certificate establishes the foundation for all community interpreters and provides specialized training in health care interpretation. In addition to expertise in the professional standards of practice and the modes and techniques of community interpreting, a health care interpreter must understand health care as a cultural system and master the most common medical concepts, procedures, and terminology.

Learning Outcomes

1. Assess cultural differences in health care beliefs and practices that may be interfering with the communication process.
2. Describe and explain the structure and principles of the U.S. health care system.
3. Restate and discuss the roles of medical interpreters, the professional standards, and the code of ethics.
4. Define and describe the roles of biomedical practitioners and common methods of diagnosis.
5. Interpret basic medical terminology and anatomy in both English and the language to be interpreted.
6. Apply basic interpreting techniques and be able to justify the technique selected according to particular situations.
7. Illustrate the ability to guide the interpreting encounter while employing memory skills.

Prerequisites for Admission:

- ❖ Be at least 18 years of age
- ❖ Hold a high school diploma or equivalent
- ❖ Demonstrated proficiency in English and in at least one Non-English language and culture

Requirements for Program Completion

- ❖ Attend 100% of the 40 hours of class time
- ❖ Score at least 85% correct on both midterm and final exams
- ❖ Submit the completed vocabulary workbook and other homework assignments
(Average time for homework is 8-10 hours in addition to class time)

Requirements for Certificate of Achievement

(Components must be completed within **30 days** of the last class)

- ❖ Observation by the instructor during an actual encounter
- ❖ Submit a self-assessment regarding how well the course prepared you to interpreter in the community



Connecting students to careers, professionals to communities, and communities to better health

Participant Support Services

- ❖ Excused class absences **must be made up** at the next public course offering
- ❖ The proficiency assessment can be taken again within 90 days of the original test date
- ❖ Instructors will make specific recommendations for improvement if necessary
- ❖ Instructors will provide extra help upon request

Qualified Medical Interpreters

Contribute to:

- Improving health outcomes
- Enhancing communication between clinical providers and Limited-English Proficient (LEP) patients
- Increasing clinician and

WHAT OUR STUDENTS ARE SAYING...

“As I sat and began to learn the proper way of interpreting I kept saying to myself: ‘Oh my God, what have I been doing all my life?’ No one should be interpreting without the proper training.”

- **Elizabeth Rosa**
Staff Organizer
Waterbury

“I truly encourage everyone who speaks a second language take this course; it will only help our L.E.P community be more informed and involved to make better health choices.”

- **Marlene Ruiz**
Outreach Worker/Program Coordinator
Bridgeport

WHAT THE EXPERTS ARE SAYING...

The use of trained interpreters is associated with increased intensity of emergency department services, reduced return rates to the emergency department, increased clinic utilization, and lower thirty-day charges without any simultaneous increase in length of stay or cost of visit. ¹

CONTINUING EDUCATION UNITS

- ❖ Eastern AHEC, Inc has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102; (703) 506-3275
- ❖ As an IACET Authorized Provider, Eastern AHEC, Inc offers CEUs for its programs that qualify under IACET guidelines



CANCELLATION POLICY:

Eastern AHEC reserves the right to cancel any activity and will fully refund participants as follow:

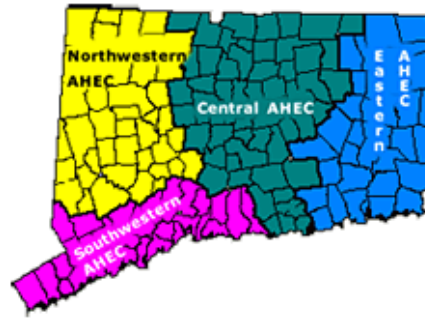
- ❖ Participants who cancel three working days **before** the first date of training will receive a full refund. Cancellations after the deadline will **not** be refunded. Participants may use their payment toward another training event within the same calendar year.

¹ Bernstein J, Bernstein E, Dave A et al Trained Medical Interpreters in the Emergency Department: Effects on Services, Subsequent Charges, and Follow-up. J of Immigrant Health, October 2002 4(4), 171-176.





Interpreting in Health & Community Settings 2011 Fall Training Schedule



September - November 2011

*Location Sponsored by:
Sacred Heart University
12 Omega Drive
Stamford, CT 06907*

**Classes held for 10 weeks
Every Friday
9:30-1:30 PM**

Week 1: September 9 th	Week 6: October 14 th
Week 2: September 16 th	Week 7: October 21 st
Week 3: September 23 rd	Week 8: October 28 th
Week 4: September 30 th	Week 9: November 4 th
Week 5: October 7 th	Week 10: November 11 th

September - November 2011

*Location Sponsored by:
Yale New Haven Hospital
20 York Street
New Haven, CT 06510*

**Classes held for 10 weeks
Every Saturday
9:00-1:00 PM**

Week 1: September 10 th	Week 6: October 15 th
Week 2: September 17 th	Week 7: October 22 nd
Week 3: September 24 th	Week 8: October 29 th
Week 4: October 1 st	Week 9: November 5 th
Week 5: October 8 th	Week 10: November 12 th

September - October 2011

*Location Sponsored by:
Central CT AHEC, Inc
20-28 Sargeant Street
Hartford, CT 06105*

**Classes held for 5 weeks
Monday and Thursday
9:00-1:00 PM**

Week 1: September 12 th & September 15 th
Week 2: September 19 th & September 22 nd
Week 3: September 26 th & September 29 th
Week 4: October 3 rd & October 6 th
Week 5: October 13 th & October 17 th

October - November 2011

*Location Sponsored by:
Windham Hospital
112 Mansfield Avenue
Willimantic, CT 06226*

**Classes held for 5 weeks
Monday and Wednesday
5:30-9:30 PM**

Week 1: October 3 rd & October 5 th
Week 2: October 12 th & October 17 th
Week 3: October 19 th & October 24 th
Week 4: October 26 th & November 2 nd
Week 5: November 7 th & November 9 th



Interpreting in Health & Community Settings 2011 Participant Profile and Registration Form

PERSONAL INFORMATION:

Full Name: _____

PLEASE PRINT NAME EXACTLY AS IT SHOULD APPEAR ON YOUR CERTIFICATE

Primary (preferred) Phone: _____

Name of Organization: _____

Secondary Phone: _____

Street Address: _____

Email Address: _____

City & Zip code: _____

Street Address: _____

Job Title: _____

City & Zip code: _____

Age range: (Please ✓ one:)

- under 20 20-29 30-39 40-49 50-59
 over 60

The following questions are helpful for us but not mandatory to answer. Please (✓)check those boxes which apply to you.

Race/Ethnicity: American Indian or Alaska Native Asian Black or African American

Native Hawaiian or Other Pacific Islander White Hispanic or Latino

NATIVE/SECONDARY LANGUAGE (S)

TRAINING INTEREST

Country of origin: _____

Location of Class: _____

First Class Date: _____

Native Language (s): _____

Language Proficiency Assessment only: (✓)

- Yes No

Language (s) you speak fluently: _____

Target Language for assessment: _____

Language (s) you write fluently: _____

PARTICIPANT PROFILE

- Do you have any interpreting experience? Yes No If, yes proceed to next question. If no, please skip to question 5.
- How long have you been interpreting for? Please check one.
 less than a year 1-2 years 3-4 years 5 or more years
- How often do you provide interpreting services? Please check one: rarely seldom
 always
- What type of settings do you interpret for?
 Medical Community (e.g. church, family) Social Service Other, please specify: _____
- Have you ever participated/attended any prior interpreter trainings? Yes No If yes, What type? How long?



Interpreting in Health & Community Settings 2011 Participant Profile and Registration Form

6. What do you most want to learn/ gain from this training (skills, focus areas, etc.)?

7. How did you hear about the training? Please ✓ one that applies to you :

Internet search List-serve _____ Employer Other _____

I agree to complete the entire training course, "Interpreting in Health and Community Settings." I understand that I will receive an e-mail confirmation with directions and further details of the course. I will not be considered registered for this course until I receive this confirmation. If I do not receive an e-mail confirmation, I will contact Eastern AHEC at (203) 671-4685.

Signed: _____ Date: _____

REGISTRATION FORM INSTRUCTIONS

1. Send the completed **Registration form** and your **Resume** to Eastern AHEC.
2. Send **payment** payable to Eastern AHEC, Inc.
 - Check Money Order Purchase Order Credit Bill agency sponsor
 - Other: _____

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Participants who cancel three working days **before** the event will receive a full refund. Cancellations after the deadline will **not** be refunded. Participants may use their payment toward another training event within the same calendar year.

3. Send form and payment to:

Eastern Area Health Education Center
Medical Interpreter Training Program
One Sylvandale Rd.
Jewett City, CT 06351
www.easternctahec.org

Forms can also be faxed (860) 760-6230 or e-mailed to: Sonya Perea at perea@easternctahec.org

Office use only: Date received: _____ **Payment type:** self employee sponsored

Other: _____ **Payment amount received:** _____ **Staff initials:** _____

Date of proficiency assessment: _____ **Status:** Pass Fail







If applicable partial scholarship recipient: Yes No



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Language Access Services

-  48 hour basic medical interpreter training course:
 - \$ 725 for registrations received before two weeks of the first class start date (This fee includes language proficiency assessment, course fees and materials).
 - Late registrations are accepted up to one week prior to class start date but include an additional fee of \$100 (\$725 + \$100=\$825.00).
Call to find out about our discounts for individuals or organizations sending 3 or more employees!
-  On-site language services available
 - 48 hour *Interpreting in Health Care and Community Settings basic training* (for pricing information contact Eastern CT AHEC)
 - Bilingual employee language proficiency assessments for English and language of service
 - *Spanish language of service assessment: \$300.00 for up to four employees, pass/fail results for full reports \$ 500 for up to four employees*
 - *Other language of service assessment : \$500 for up to four employees, pass/fail results for full report \$ 700 for up to four employees*
-  **FREE** – Onsite In-service seminars for **health care providers**:
 - *Patient Communication with Trained Medical Interpreters*
 - *A Conversation Between Latinas and their Health Care Providers*
-  **FREE** – Onsite In-service seminar for **administrators and managers**:
 - *Health Care Communication: What Organizations Should do*
-  Specialty trainings for trained medical Interpreters
 - Visit www.easternctahec.org for the most recent list of specialty series being offered
-  Translation of health education materials and health care forms and documents
(varies by length and complexity of document) Call us for a quote!

This training may be eligible for tuition assistance through the Workforce Investment Act (WIA)

*For further information contact CT Works at their main number (203) 455-2700 or visit
<http://www.ctdol.state.ct.us/gendocs/training.html>*

