



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 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 interpret in the community

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



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 patient satisfaction

WHAT OUR STUDENTS ARE SAYING...

"I found that the training was very helpful and effective in teaching proper interpreting techniques and would recommend it to anyone who aspires to be a skilled interpreter."

- Jennie Paulson

"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/REFUND 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.





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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*).
- Students that do not complete tuition fee by the last day of course will be assessed a 5% penalty fee each month amount is late until full amount is paid.
- Late registrations are accepted up to one week prior to class start date but include an additional fee of \$100 (\$725 + \$100= \$825.00).
- ***Organizations*** - Effective **8/1/11** there will be a 5% late fee added on any pending invoices not paid within 30 business days

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*
 - *There will be a \$25.00 penalty fee for each employee that does not contact us to cancel within 24 hours of their scheduled testing time.*
 - *Other language of service assessment: \$500 for up to four employees, pass/fail results for full report \$ 700 for up to four employees.*
 - ***Organizations*** - Effective **8/1/11** there will be a 5% late fee added each month amount due to Eastern AHEC is not submitted

REWARDS REFERRAL PROGRAM – Refer a colleague to the IHCS medical interpreter certification course or an IHCS advanced interpreter continuing education course and you will be awarded a tuition discount that can be used for any IHCS course! (Call or email for details)

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.easternctahcec.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>

