

52-HOUR MEDICAL INTERPRETER TRAINING

Great Neck, NY 11021



This 52-hour medical interpreter training will be instructed in a language-specific format with the assistance of experienced language coaches. The core curriculum is developed based on The Community Interpreter® curriculum created by Cross-Cultural Communications (CCC), a non-profit organization based in the state of Maryland. The curriculum has been tailored to medical interpreting specifically with a whole day medical terminology workshop instructed by an attending physician, extensive role plays and practices as well as TeamSTEPPS communication tools. Participants will meet the pre-requisite to pursue their national certification with the National Board of Certification for Medical Interpreters upon completing the training.

Training Highlights

What is unique about our training?

- This training provides participants a solid theoretical foundation as well as practical instructions on the interpreting process and the role of the interpreter especially when the interpreter also works in other capacities.
- The whole day medical terminology workshop is instructed by a physician instructor, interpreter trainer, and language coaches in participants' working languages. Participants will receive comprehensive medical information through presentation and a series of interactive activities. The difficulty and depth of the workshop can be adapted to level of the participants to make it most beneficial to their practice.
- This training provides in-depth insights on the language access laws, regulations, hospital policies, and the administration of the language assistance program to give participants a more comprehensive perspective towards language services.
- There is a specific unit on cultural competency and cultural mediation to instruct participants on interpreter's role in bridging the cultural gap effectively and safely.
- The TeamSTEPPS framework has also been integrated into this training to help interpreters become part of the healthcare team, master the language to communicate with other team members and to better handle concerns, conflicts, risky advocacy behaviors, and avoid being trapped in unnecessary "ethical dilemmas".
- All the interpreting practices are language specific. Participants will receive constructive feedback from language coaches throughout the training. For participants who don't have a language pair, they may practice with the assistance of a computer. An oral component will be included in the final assessment to ensure the quality of our graduates.

Training Schedule & Syllabus

The training starts on May 2nd and completes on May 30th. Sessions take place on weekends and during evenings. There will NOT be live training sessions during on the Memorial Day weekend.

The training sessions will be conducted both **online and in classroom**. Please refer to the training schedule for more details. Meals are provided if sessions are conducted in a classroom setting.

Training Dates:

5/2 Online live lecture

5/10 Classroom workshop

5/17 Classroom lecture

5/30 Online live lecture

- All other lectures, workshops and practice sessions (with your language group) will be either uploaded onto our online platform or scheduled during the week (evening hours).
- All lectures and workshops will be completed by May 30th. You may start scheduling your written and oral exams as early as May 31st. The written exam will be conducted online. The oral exam will be conducted over the phone.

Tentative Schedule:

| Unit | Content | Schedule |
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| Unit 1 | <ul style="list-style-type: none">• Introduction• An overview of the interpreting profession• Medical interpreting, legal interpreting & conference interpreting• Language access laws and hospital language access services | 5/2 Saturday 10 AM to 2 PM Online live lecture |
| | <ul style="list-style-type: none">• Self-assessment & baseline practice | Evening group practice sessions with your language coach (3-4 hours) |
| | <ul style="list-style-type: none">• A National Code of Ethics and applying code of ethics | Date & Time TB: Online evening workshop during the week |
| Unit 2 | <ul style="list-style-type: none">• The process of an interpreting session• Modes of interpreting• Practice: Consecutive interpreting• Basic interpreting skills to start: introduction, positioning, promoting direct communication• Practice: Consecutive interpreting• Message analysis & practice• Developing memory skills• Fundamentals of note taking & practice | Participants will review the recorded lectures via the online platform, and attend a live classroom workshop on 5/10. Participants will have <u>two evening practice sessions with their coaches.</u> |

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|--------|---|---|
| | | Classroom session: 5/10, 8:30 AM to 12:30 PM |
| Unit 3 | <ul style="list-style-type: none"> • Medical terminology workshop Dissecting medical terminology Medical specialties Register of medical terms Body systems Tests & procedures Symptoms Abbreviations • Role play practices • Power talk by Dr. Barry Smith: Emergency Services and Trauma | 5/17 Classroom session 8:30 AM to 6:30 PM Participants will have one evening practice session with their coaches during the week. |
| Unit 4 | <ul style="list-style-type: none"> • National Standards of Practice for Interpreters in Healthcare • Differences between Code of Ethics and Standards of Practice • Applying standards of practice | Participants will need to complete online lectures and a 2-hour online live workshop (evening) Date & Time TBD |
| Unit 5 | <ul style="list-style-type: none"> • Mediation • Roles of the interpreter: incremental intervention pyramid • Strategic mediation • Practice: mediation & role plays • Culture & cultural competency • Cultural mediation • Practice: Cultural mediation role plays • Advocacy & ethical dilemmas • TeamSTEPPS framework and communication tools: Speak the language of patient safety | 5/30 Online live lecture 9:30 AM to 5:30 PM |

Evaluation & Certificate

Written Evaluation:

Participants will take their written final exam online after they complete the training. The participant must score 80/105 to pass the final exam. Test results will be sent to the participant within 3 business days. A retake can be scheduled online. Each participant has two opportunities to pass the written exam.

Oral Evaluation:

The participant will be contacted upon passing the written exam for the oral evaluation. The oral evaluation will be conducted over the phone. Oral evaluations will be conducted in a format of role playing. Participants will be graded on their knowledge of medical terminology and interpreting skills. **The tuition includes ONE oral evaluation. If the participant fails the first evaluation and would like to schedule a retake, a \$50 evaluation fee will be charged.**

Participants who have missed one or more sessions may make up the session **FREE OF CHARGE** with any future training cycles.

A Certificate of Completion will be issued once the participant passes the written and oral exams. A Certificate of Attendance will be issued if the participant fails either exam. It is up to the institution how these certificates are used or recognized.

Trainers Profile

Yuan Cai, CMI-Mandarin

Originally from the China with two bachelor degrees in Journalism and Law from Tsinghua University, Yuan Cai pursued her master degree in Health Administration at Cornell University. Yuan Cai worked as the Coordinator of the Language Assistance Program at Flushing Hospital Medical Center. Under her management, the Language Assistance Program grew from a one-person department to a strong team with up to 15 professionally trained volunteer medical interpreters. The program was considered as "Best Practice" by the Joint Commission. Yuan Cai is a Certified Medical Interpreter in Mandarin Chinese by the National Board of Certification for Medical Interpreters and a licensed trainer by Cross-Cultural Communications to instruct The Community Interpreter® Curriculum. Yuan Cai is also a master trainer of the TesmSTEPPS curriculum. Yuan Cai presented at the International Medical Interpreters Association Annual Conferences in 2014 and 2015.

Dr. Barry Smith

Dr. Smith is the attending physician in Emergency Medicine at NYC Health + Hospitals/Queens, assistant professor at Icahn School of Medicine at Mount Sinai. Dr. Smith is also the Medical Director of the police, fire and EMS of the City of Yonkers, as well as one of the medical directors for the Westchester County emergency medical services. He was the former director of the emergency room at St. Joseph's Medical Center in Yonkers, where the majority of the patient population was Spanish speaking. Dr. Smith attended medical school at Drexel University in Philadelphia and completed his residency with Lincoln Hospital in the Bronx and his critical care fellowship with Shock Trauma with University of Maryland. Dr. Smith was stationed in Japan as an instructor and a Navy Lieutenant for 5 years and embraced the culture. He has seen the sickest patients, patients who don't speak English at all, has worked with both professional and unprofessional interpreters, and has experienced not being able to communicate as a "limited Japanese person".

Giselle Lopez Ingram, Spanish-CMI

Giselle has been working in the interpreting and translation industry since receiving her bachelor degree in International Studies. She then completed a one-year certificate program in Interpretation and Translation at Hunter College. She worked as a medical interpreter/patient navigator at Flushing Hospital and Jamaica Hospital for years and was heavily involved in healthcare initiatives to reduce hospital readmissions and emergency room visits. She is currently working as a Spanish Medical Interpreter at Mount Sinai Hospital and is in charge of the language service department at one of the Mount Sinai Hospitals. Giselle has been a Certified Medical Interpreter with the National Board of Certification for Medical Interpreters since 2018.

Gladys Galindo

Gladys Galindo has been working as an interpreter, translator and language coach since her graduation from the University of Havana with a Bachelor degree in Translation and Interpreting in 1978. Gladys was heavily involved in providing translation services of diplomatic correspondence and news releases as well as consecutive and simultaneous interpreting at international diplomatic events in Cuba. Gladys worked at Ericksen Translation Inc., one of the largest translation company in the U.S. as an account manager for more than eight years and oversaw a large variety of translation and localization projects for clients in the United States and abroad.

Lei Lei, Mandarin-CHI

Lei Lei completed her interpreting training with the PROMISE program at Memorial Sloan Kettering Cancer Center. She is a Certified Healthcare Interpreter by the Certification Commission for Healthcare Interpreters. She obtained her Master Degree in Counseling Psychology from Ball State University and is currently working as a Research Study Assistant at Memorial Sloan Kettering.

Pricing

| TRACK | LANGUAGES | TUITION/PERSON |
|----------------------------|------------------|--|
| LANGUAGE SPECIFIC 52 HOURS | SPANISH/MANDARIN | \$899, \$849 with Early Bird Discount |

|What does the tuition include?

- A 400-page text book
- An exercise book with role plays and exercises
- Language coaching (optional for Spanish if the institution prefers to use its own coaches)
- An original practice book with more than 50 role plays
- A medical glossary or dictionary
- All other materials used in the class, and
- Access to continuing education materials and workshops

Contact Information

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