

## HEALTHCARE INTERPRETER PROGRAM

### Course Outline

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### Course Goals

The Healthcare Interpreter Program, Level I, is a **forty-hour remote instruction via Zoom course** intended to:

1. Learn the fundamentals of medical interpreting
2. Expand the knowledge of medical interpreting (for existing interpreters)
3. Facilitate the preparation to take the National Certification Exam(s) for Medical Interpreters
4. Meet the minimum professional requirements in order to work in healthcare settings
5. Broaden your horizons by interacting with students from different backgrounds

### Objectives

*It is expected that, at the end of the course, you will be able to:*

1. Define and differentiate most commonly used terms in medical interpreting
2. Describe the interpreter's roles and modes of interpreting, and demonstrate understanding and ability to perform those roles/modes in role-play situations.
3. Explain laws, standards and regulations relevant to healthcare interpreting such as Title VI, CLAS, HIPAA, JC, and their effect on the implementation of language services.
4. Demonstrate skills to do message conversion accurately and completely from source language to target language and vice versa at basic and intermediate levels, with a minimum of 70% accuracy.
5. Demonstrate knowledge of the IMIA, NCIHC and CHIA Standards of Practice and Code of Ethics and be able to show how to apply standards in some case-scenarios presented remotely.
6. Retain a minimum of 100-300 word -combination of high register + common+ specialized medical terms.
7. Select and be familiar with basic concepts in anatomy, physiology, symptoms, common diseases, procedures, medications, treatments and apparatus as they are commonly used in medical encounters.
8. Understand the importance of cultural awareness, sensitivity and competence in healthcare settings and develop a plan of action to work on each area.
9. Discuss, describe and recognize why the knowledge of the Health Care System and ACA are important to interpreters.

### Course Description :Classroom Learning and Instruction:

This course has the intention to motivate and encourage you to learn the basics of medical interpreting through a variety of readings, discussion of case studies, visual aids and other effective methods, such as collaborative learning and negotiation of meaning with your classmates, via Zoom and Chatting.

This course will also give you the opportunity to be an active participant by asking questions, discussing topics relevant to medical interpreting, and checking your own progress regularly. The instructor understands that each of you may learn differently. Therefore, she will try a variety of approaches and methods to meet your needs. You will receive personalized attention as much as possible.

**In order to succeed in this course, you need to complete all components of the program.**

### **Requirements**

1. Participation and punctuality
2. Completion of all assignments
3. Compliance with the Code of Ethics of Medical Interpreters
4. Active participation via Chatting and Zoom Q&A
5. Taking the Final Exams and submitting take-home exams on time.

### **6. Course Evaluation**

You will receive a certificate of completion, once you have met the requirements successfully. The final grade will be based on the following:

- |  |                                   |
|--|-----------------------------------|
| 1. Class participation and Home Assignments: 30% | 3. Message Conversion: 20% (Oral) |
| 2. Exams: 30%                                    | 4. Quizzes: 20%                   |

Note: You need to take the final exams on the assigned day. If unable to do it, due to an emergency situation, you or contact person will call the instructor to notify her about the emergency, the same day it happens. Students need to respect deadlines for class assignments and exams.

In accordance with IMIA course accreditation guidelines, "if a student does not pass the requirements, a statement (not a certificate) of attendance may be provided via a letter accompanied by a statement that the student did not pass the criteria for successful completion." A student whose final grade is below 70 (C) will receive a Certificate of *Attendance*. A student whose final grade is above 70 will be awarded a Certificate of *Completion*. It is our hope that everybody will be awarded a Certificate of Completion. 100-90 =A 89-80 =B 79-70 =C

**Important: Students need to maintain no less than a "B" average on each of the class components in order to successfully complete the course.**

### **Assessment Criteria**

**Exams: It will consist of the following:**

1. One Take-home Final Exam based on the Code of Ethics of the NCIHC, IMIA and CHIA.
2. Oral Exam: Message Conversion

This exam will take place remotely. It will consist on interpreting medical dialogues from source to target language and vice versa. The dialogues will include medical terminology that has been assigned in class. This exam will be performed by phone, Facetime or via Zoom. More details will be given on the first day of class.

### **Class and Home Assignments:**

This is an intensive course. Therefore, it is very important that you complete and work thoroughly on every assignment. It is expected that you will deliver the assignments on time and in a professional manner.

**Active Participation:**

Students are expected to be active participants and learners. You are expected to practice message conversion, express your opinions, listen respectfully to other points of view, share knowledge and experiences with other classmates, analyze situations, and think critically. short oral presentations. Active participations also entails working in groups or with a partner on certain activities related to the field of interpreting.

**Certificate of Attendance and Completion**

Once you have successfully completed the forty-hour course work, you will receive a certificate from the University of Memphis. It will be sent to you electronically.

Textbook: Tang, Gayle. *Principles of Interpreting. A Guide for Healthcare Interpreters: Interpreting in Healthcare Settings*. 2nd Edition, August 2019. *(Date of purchase to be announced.)*

**Instructor's Materials**

1. Gayle Tang slides presentation and visual aids
2. Gayle Tang videos
3. YouTube on medical interpreting
4. ACEBO tapes by Holly Mikkelson at [www.acebo.org](http://www.acebo.org)
5. Internet materials, Web pages and sites
6. Instructor's developed materials
7. Stedman's Flash Cards
8. Medical dictionaries
9. Medical Atlas and books, blank flash cards, glossaries, markers, etc.

**Bibliography**

The instructor will provide a list of recommended readings, references and links to resources on a separate document on the first day of class.

**Additional Information**

1. Each day, the instructor will announce what it will be accomplished in class. She will provide you with specific objectives for that day and with exercises and activities to meet those objectives.
2. This is an intensive course. Be prepared to do your homework as expected and to manage your time to READ and DO the homework that the instructor will email to you.
3. Be prepared to create dialogues, glossaries, draw some pictures of the human body, and make lists and classifications of medical terms. The more that you engage in this class, the more satisfied you will be with your performance and reasons to take this course.
4. Your efforts and participation will lead you to earning a certificate at the end of this class.

**Course Operational Policies** (From the IMIA and the NCIHC National Standards for Healthcare Interpreter Training Programs)

***It is expected that each student enrolled in this class has received the following information before the course begins and/or is completed:***

- Application process

- Admission requirements
- Course description
- Criteria for successful completion and methods of assessment
- Type of certificate received
- Course tuition
- Withdraw and refund policies
  - Policies regarding retakes of the final assessment and test-out options
  - Instructor teaching qualifications
  - Organizational affiliation
  - Attendance and enrollment status
  - Grades

**Note: Withdraw and Refund Policy**

Students facing an unexpected and urgent situation or death in the family, which will cause them to drop the course in the middle of the training will have the opportunity to make-up work for those missed days on an individual basis. The instructor and the student will negotiate the best way to do it.

Refund Policy: Based on the course structure, no refund policy will be issued by the University of Memphis.

Instead, the student and the instructor will work together individually to complete the course work based on the special circumstances explained above.