



## CCHI's Resources Guide for the CoreCHI™ Examination

©2013-2014, CCHI

The following list contains recommended references. It is not exhaustive by any means. If you'd like to add a resource to this list, please email your suggestion to [info@cchicertification.org](mailto:info@cchicertification.org).

### 1. **Health care regulations and laws:**

- A. U.S. Department of Health and Human Services: [www.hhs.gov](http://www.hhs.gov)
- B. [www.healthcare.gov](http://www.healthcare.gov)
- C. Language Access (Title VI): [www.lep.gov](http://www.lep.gov)
- D. The Office of Minority Health (CLAS Standards):  
<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=15>
- E. National Health Law Program: [www.healthlaw.org](http://www.healthlaw.org)
- F. HIPAA:  
Title: Summary of the HIPAA Privacy Rule. OCR Privacy Brief.  
Author: Office of Civil Rights  
Publisher: US DHHS  
Pub. Date: May 2003  
URL: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/summary/index.html>

### 2. **Health care provision and provider-patient relations:**

- The Joint Commission:** Title: Hospital Accreditation Standards (RI.01.03.01)  
<http://www.jointcommission.org>  
Author: The Joint Commission  
Publisher: The Joint Commission  
Pub. Date: 2009  
Page: Elements 7-12; page 327-328  
URL: [http://www.jointcommission.org/standards\\_information/tjc\\_requirements.aspx](http://www.jointcommission.org/standards_information/tjc_requirements.aspx)
- Title: Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care: A Roadmap for Hospitals.  
Author: The Joint Commission  
Publisher: The Joint Commission, Oakbrook Terrace, IL  
Pub. Date: 2010  
URL: <http://www.jointcommission.org/assets/1/6/roadmapforhospitalsfinalversion727.pdf>
- Title: The Joint Commission. Improving Patient and Worker Safety: Opportunities for Synergy, Collaboration and Innovation  
Publisher: Oakbrook Terrace, IL: The Joint Commission  
Pub. Date: Nov 2012.  
URL: <http://www.jointcommission.org/assets/1/18/TJC-ImprovingPatientAndWorkerSafety-Monograph.pdf>

### 3. **Personal Protective Equipment and Safety:**

- A. **Occupational Safety and Health Administration (OSHA)**, U.S. Department of Labor  
[www.osha.gov](http://www.osha.gov)

Title: OSHA Regulations (Standards – 29 CFR): Occupational Safety and Health Standards. - Standard 1910.1030: Bloodborne pathogens.

Publisher: Occupational Safety and Health Administration, U.S. Department of Labor

URL:

[http://www.osha.gov/pls/oshaweb/owasrch.search\\_form?p\\_doc\\_type=STANDARDS&p\\_toc\\_level=1&p\\_keyvalue=1910](http://www.osha.gov/pls/oshaweb/owasrch.search_form?p_doc_type=STANDARDS&p_toc_level=1&p_keyvalue=1910)

- B. **Centers for Disease Control and Prevention** [www.cdc.gov](http://www.cdc.gov)

Title: Guideline for Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings

Author: Jane D. Siegel, MD; Emily Rhinehart, RN MPH CIC; Marguerite Jackson, PhD; Linda Chiarello, RN MS; the Healthcare Infection Control Practices Advisory Committee

Publisher: Centers for Disease Control and Prevention

Pub. Date: 2007

URL: <http://www.cdc.gov/hicpac/pdf/isolation/Isolation2007.pdf>

Title: Guidance for the Selection and Use of Personal Protective Equipment (PPE) in Healthcare Settings (PowerPoint)

Publisher: Centers for Disease Control and Prevention

Pub. Date: 2004 (6/29/04)

URL: <http://www.cdc.gov/hai/pdfs/ppe/ppeslides6-29-04.pdf>

- C. **Centers for Medicare and Medicaid Services** [www.cms.gov](http://www.cms.gov)

### 4. **Patient Rights:**

- A. **American Hospital Association:** [www.aha.org](http://www.aha.org)

Title: A Patient's Bill of Rights

Author: American Hospital Association

Publisher: AHA

Pub. Date: 2010

URL: [http://www.patienttalk.info/AHA-Patient\\_Bill\\_of\\_Rights.htm](http://www.patienttalk.info/AHA-Patient_Bill_of_Rights.htm)

- B. **American Medical Association:** [www.ama-assn.org](http://www.ama-assn.org)

Title: Informed Consent

Author: American Medical Association

Publisher: AMA

Pub. Date: 2010

URL: <http://www.ama-assn.org/ama/pub/physician-resources/legal-topics/patient-physician-relationship-topics/informed-consent.shtm> (may not be publicly available)

- C. **American Nurses Association:** [www.nursingworld.org](http://www.nursingworld.org)

### 5. **Emergency Department protocols:**

- A. **Association of Emergency Physicians:** <http://aep.org/policy.asp>

- B. **American Academy of Emergency Medicine:** <http://www.aaem.org/em-resources/clinical-practice-statements>

- C. **Agency for Healthcare Research and Quality:** [www.ahrq.gov](http://www.ahrq.gov)

- Title: Emergency Severity Index (ESI): A Triage Tool for Emergency Department Care, Version 4.  
 Author: Gilboy N, Tanabe T, Travers D, Rosenau AM.  
 Publisher: Agency for Healthcare Research and Quality  
 Pub Date: November 2011  
 URL: <http://www.ahrq.gov/professionals/systems/hospital/esi/esihandbk.pdf>
- D. **Healthy Roads Media** <http://www.healthyroadsmedia.org/>  
 Title: Emergency Room Visits  
 Publisher: Healthy Roads Media  
 Pub date; 2009
6. **Healthcare interpreter's role and responsibilities in healthcare settings:**
1. **National Council on Interpreting in Healthcare (resources)** [www.ncihc.org](http://www.ncihc.org)  
 Title: A National Code of Ethics for Interpreters in Health Care  
 Author: Standards, Training and Certification Committee  
 Publisher: NCIHC  
 Pub. Date: July 2004  
 URL:  
<http://www.ncihc.org/assets/documents/publications/NCIHC%20National%20Code%20of%20Ethics.pdf>
- Title: National Standards of Practice for Interpreters in Health Care  
 Author: Standards, Training and Certification Committee  
 Publisher: NCIHC  
 Pub. Date: September 2005  
 URL:  
<http://www.ncihc.org/assets/documents/publications/NCIHC%20National%20Standards%20of%20Practice.pdf>
- Title: Guide to Interpreter Positioning in Health Care Settings  
 Author: Standards, Training and Certification Committee  
 Publisher: NCIHC  
 Pub. Date: 2005  
 URL:  
<http://www.ncihc.org/assets/documents/workingpapers/NCIHC%20Working%20Paper%20-%20Guide%20to%20Interpreter%20Positioning%20in%20Health%20Care%20Settings.pdf>
- Title: The Role of the Healthcare Interpreter  
 Author: M.P. Beltran Avery  
 Publisher: NCIHC  
 Pub. Date: 2001  
 URL: <http://www.ncihc.org/publications>
- Title: SIGHT TRANSLATION AND WRITTEN TRANSLATION: Guidelines for Healthcare Interpreters  
 Author: Standards, Training and Certification Committee  
 Publisher: National Council on Interpreting in Health Care  
 Pub. Date: March, 2010  
 URL: [http://www.ncihc.org/assets/documents/publications/Translation\\_Guidelines\\_for\\_Intpreters\\_FINAL042709.pdf](http://www.ncihc.org/assets/documents/publications/Translation_Guidelines_for_Intpreters_FINAL042709.pdf)

2. **California Healthcare Interpreters Association** <http://www.chiaonline.org/>  
 Title: California Standards for Healthcare Interpreters  
 Author: California Healthcare Interpreters Association  
 Publisher: CHIA  
 Pub. Date: 2002  
 URL:  
[http://c.ymcdn.com/sites/www.chiaonline.org/resource/resmgr/docs/standards\\_chia.pdf?hSearchTerms=%22standards+and+practice%22](http://c.ymcdn.com/sites/www.chiaonline.org/resource/resmgr/docs/standards_chia.pdf?hSearchTerms=%22standards+and+practice%22)
  
3. **International Medical Interpreters Association** [www.imiaweb.org](http://www.imiaweb.org)  
 Title: Medical Interpreting Standards of Practice  
 Author: IMIA & Education Development Center, Inc.  
 Publisher: IMIA  
 Pub. Date: 1995  
 URL: [www.imiaweb.org](http://www.imiaweb.org)  
  
 Title: IMIA Guide on Medical Interpreter Ethical Conduct  
 Author: Eva Hernandez-Iverson  
 Publisher: IMIA  
 Pub. Date: 2010  
 URL: [http://www.imiaweb.org/uploads/pages/380\\_4.pdf](http://www.imiaweb.org/uploads/pages/380_4.pdf)  
  
 Title: IMIA Guide on Medical Interpreter Ethical Conduct  
 Author: Eva Hernandez-Iverson  
 Publisher: IMIA  
 Pub. Date: 2010  
 URL: [http://www.imiaweb.org/uploads/pages/380\\_4.pdf](http://www.imiaweb.org/uploads/pages/380_4.pdf)
  
4. **Registry of Interpreters for the Deaf (RID):** [www.rid.org](http://www.rid.org)  
 Title: Interpreting in Mental Health Settings. (Standard Practice Paper)  
 Author: Professional Standards Committee  
 Publisher: Registry of Interpreters for the Deaf, Inc.  
 Pub. Date: Updated 2007  
 URL:  
[http://www.rid.org/UserFiles/File/pdfs/Standard\\_Practice\\_Papers/Mental\\_Health\\_SPP.pdf](http://www.rid.org/UserFiles/File/pdfs/Standard_Practice_Papers/Mental_Health_SPP.pdf)
  
5. **American Society for Testing and Materials** <http://www.astm.org>  
 Title: ASTM F2089 – 01 Standard Guide for Language Interpretation Services  
 Author: ASTM  
 Publisher: American Society for Testing and Materials  
 Pub. Date: 2007  
 URL: <http://www.astm.org/Standards/F2089.htm> (may not be publicly available)
  
7. **Modalities of interpreting (OPI and video):**  
**Telephonic Interpreting Protocols:**  
 Title: Telephone Interpreting in Health Care Settings: Some Commonly Asked Questions  
 Author: Kelly, Nataly  
 Publisher: American Translator Association - *The ATA Chronicle*  
 Pub. Date: June 2007  
 URL: [http://www.atanet.org/chronicle/feature\\_article\\_june2007.php](http://www.atanet.org/chronicle/feature_article_june2007.php)

Title: A Medical Interpreter's Guide to Telephone Interpreting

Author: Kelly, Nataly

Publisher: IMIA

Pub. Date: 2008

URL: <http://www.imiaweb.org/uploads/pages/380.pdf>

Title: ASTM F2089 – 01 Standard Guide for Language Interpretation Services

Author: ASTM

Publisher: American Society for Testing and Materials

Pub. Date: 2007

URL: <http://www.astm.org/Standards/F2089.htm>

8. **Medical terminology:**

- A. **MedlinePlus:** <http://www.nlm.nih.gov/medlineplus>
- B. **Healthfinder:** [www.healthfinder.gov](http://www.healthfinder.gov)
- C. **Centers for Disease Control and Prevention:** [www.cdc.gov](http://www.cdc.gov)
- D. **The Merck Manual - Home Health Handbook:**  
<http://www.merckmanuals.com/home/index.html>
- E. **WebMD:** [www.webmd.com](http://www.webmd.com)

9. **Patient's culture:**

- A. **The Office of Minority Health – Cultural Competency:**  
<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=1&lvlID=3>
- B. **Ethnomed** (ethnic medicine information): [www.ethnomed.org](http://www.ethnomed.org)
- C. **Diversity Rx** [www.diversityrx.org](http://www.diversityrx.org) (Resources)
- D. **The Cross Cultural Health Care Program:** <http://xculture.org/resources/general-resource-guides/>