



Setting the  
Standard for  
Quality in  
Healthcare  
Interpreting



Certification Commission for Healthcare Interpreters

# Ace It!

## Tips for Taking the CoreCHI™ Written Exam

March 2018

Natalya Mytareva, Core-CHI™, CCHI Executive Director

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# The Certification Commission for Healthcare Interpreters

National

Valid

Credible

Vendor Neutral



Accredited by a third party - National Commission  
for Certifying Agencies (NCCA)

# Inclusiveness and Fairness

- foundational values of CCHI

- CCHI certification programs are for interpreters of ALL languages
- Each certification is a continuously evolving program



# CCHI's certification:

- high-stakes examinations for many candidates for whom employment or hiring decisions may be based.
- The validity and integrity of the examinations are critical. Therefore, exam specifications are based on the national Job Task Analysis (JTA) study results (conducted in 2010, 2016).

# The JTA study results

indicate that the healthcare interpreter's knowledge, skills and abilities can be assessed in two ways – through

- 1) multiple-choice questions
- 2) performance items.

CCHI has the two corresponding examinations:

- 1) CoreCHI™
- 2) CHI™ exam in Arabic, Mandarin, and Spanish

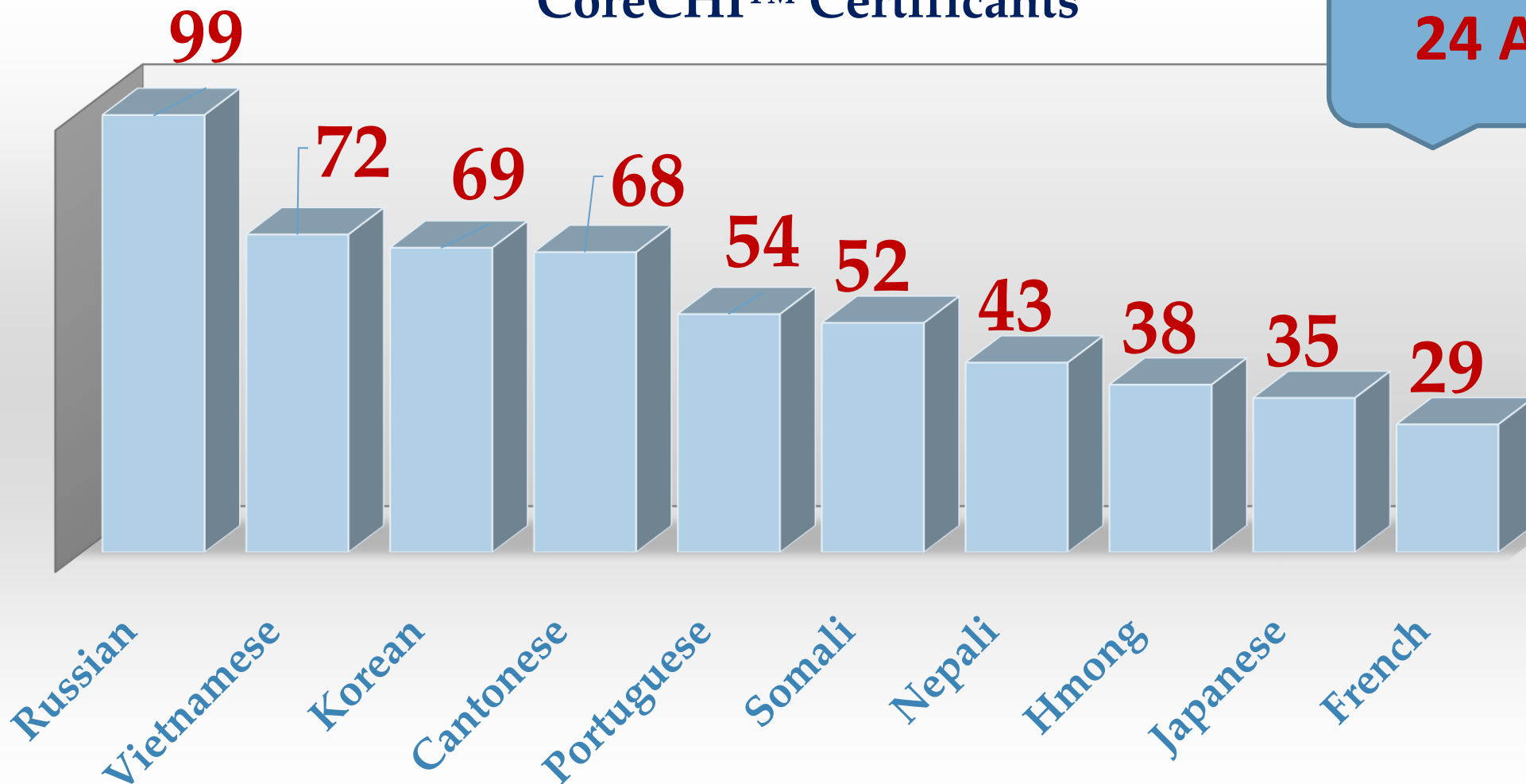
# Core Certification Healthcare Interpreter™ (CoreCHI™)

CoreCHI is THE one certification every interpreter of every language *needs to have* and *can have* today.

- Measures the core professional knowledge that distinguishes a healthcare interpreter from a *bilingual*, including knowledge of
  - safety precautions, universal protocols and HIPAA
  - working in health and health care various settings
- Measures critical thinking and ethical decision-making abilities that are vital for the interpreter as a member of the care team

# Top 10 CoreCHI™ Languages

CoreCHI™ Certificants

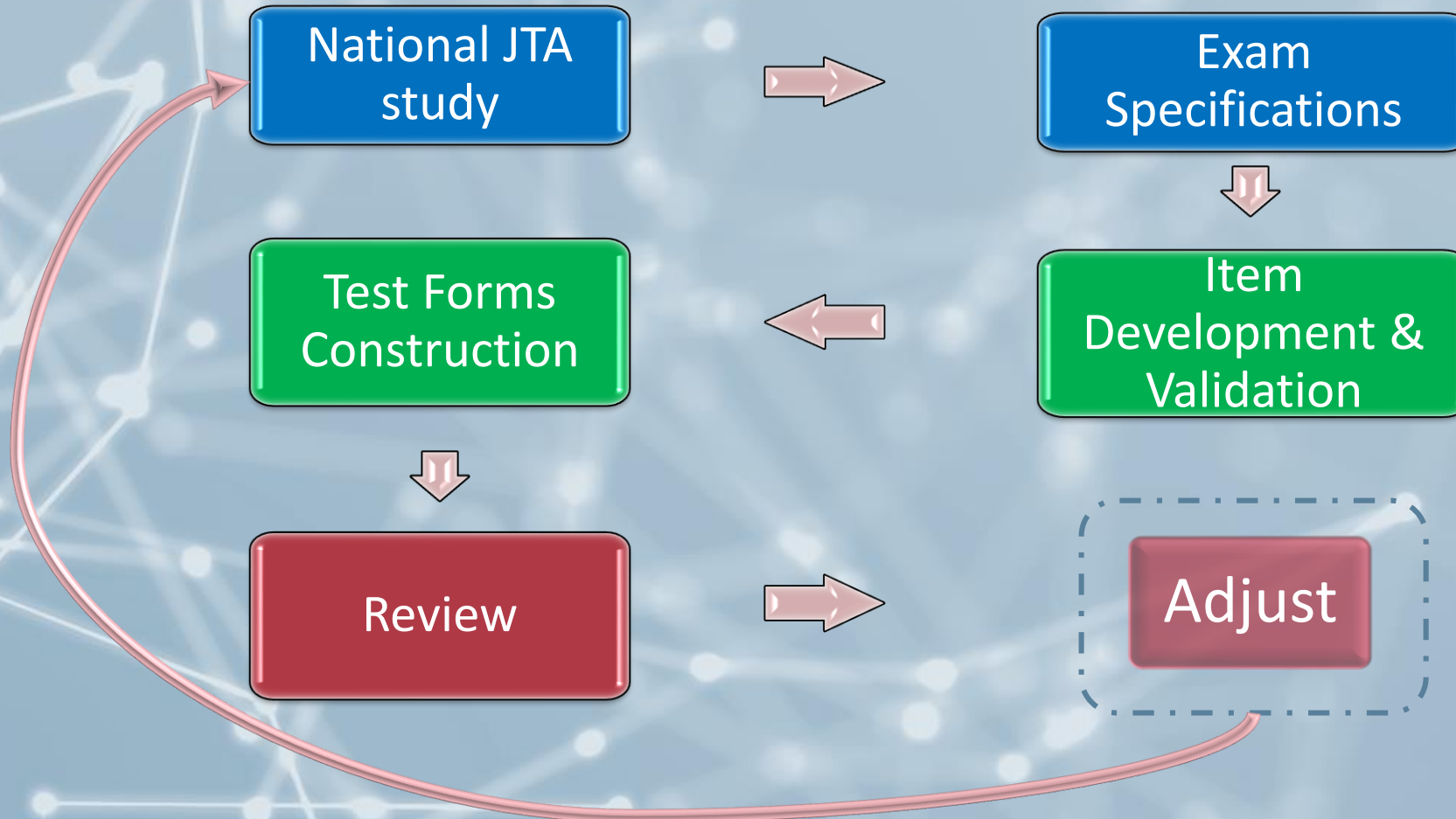


# The CoreCHI™ Exam

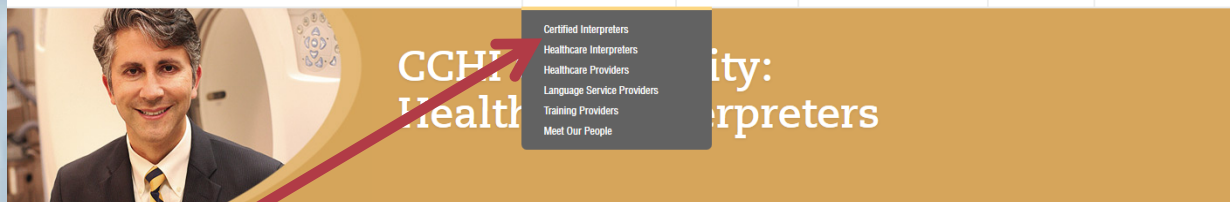
- **Is the same for two certification types offered by CCHI:**
  - **The CoreCHI™ certification** – awarded after passing the CoreCHI™ exam
  - **The CHI™- Arabic, Mandarin, Spanish certification** – after passing the CoreCHI™ exam, candidates must take and pass the oral performance CHI™ exam.
- **Computer-based**
- **100 Multiple Choice Questions in English**
- **2 hours to complete**
- **Can be scheduled at any time throughout the year (no specific testing windows)**



# CCHI's Test Development Process



- All examination items are written by **subject matter experts (SMEs) in the field of practice** – healthcare interpreting.
- Each panel of SMEs must represent the relevant characteristics of the population to be certified, i.e. of the healthcare interpreters currently practicing. The process of recruitment and involvement of SMEs must **prevent the undue or disproportionate influence of any individual or group**.
- Each item writer and reviewer is trained in writing, reviewing, editing, and validating items.
- Each item is reviewed and validated by other SMEs and must have **at least one verifiable reference**.



- Certified Interpreters
- Healthcare Interpreters
- Healthcare Providers
- Language Service Providers
- Training Providers
- Meet Our People

02.23.2018 You are here: / [Home](#) / [CCHI Community](#) / [Healthcare Interpreters](#)

## Healthcare Interpreters

### I need to get Certified

Congratulations on taking the first step toward becoming a certified healthcare interpreter. The Certification Commission for Healthcare Interpreters (CCHI) welcomes you to our national medical interpreter certification program.


CCHI proudly offers two examinations for you to become a professional healthcare interpreter.

- Core Certification Healthcare Interpreter™ examination (CoreCHI™) for interpreters of all languages
- Certified Healthcare Interpreter™ examination (CHI™) for Spanish, Arabic, & Mandarin interpreters

1
2
3
4


**Get Certified:  
Basic Steps**

[MORE](#)



**Find a Testing  
Center &  
Schedule**

[MORE](#)



**Prepare for  
Your Exam**

[MORE](#)

- [Candidate's Examination Handbook](#)
- [Apply or Continue Your Application](#)
- [How to Apply](#)
- [Eligibility Criteria](#)
- [Fees](#)
- [Listen to the webinar about CCHI's exams](#)
- [ADA Accommodation Procedures](#)
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- [Keep your CCHI Profile current](#)
- [Prerequisite Beginner-level Training Programs](#)
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- [CCHI Policies](#), including Retake policies
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[Click here for more info!](#)

"CLICK" for TIN's current trainings  
for interpreters



SUPPORTER SPOTLIGHT

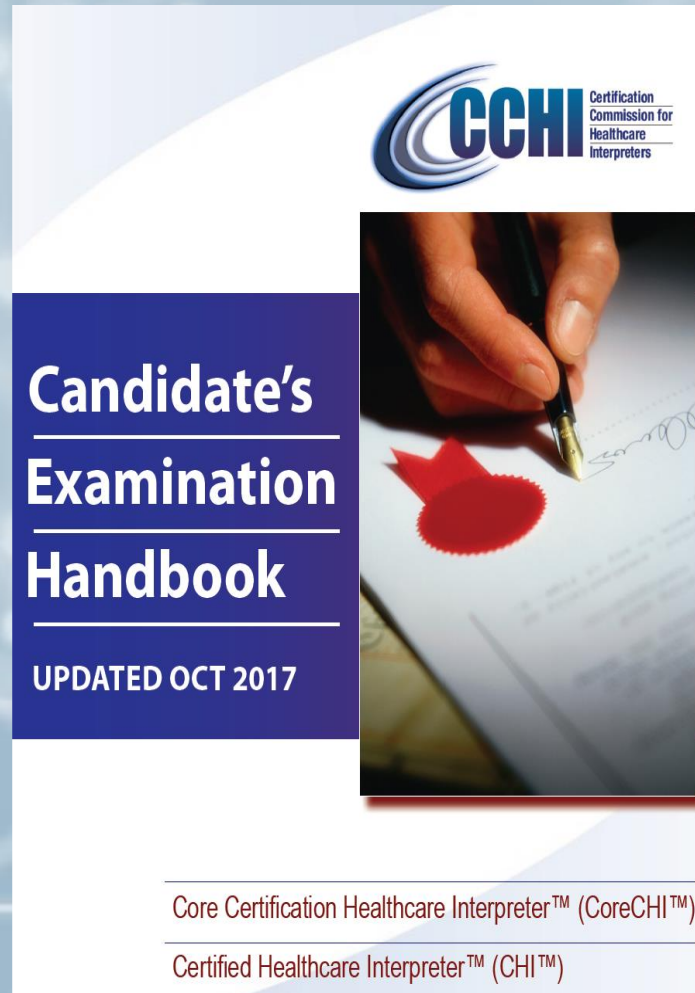
martti

AN INCLUSIVE WITH  
CLOUDBREAK

# Info about the exam

## www.cchicertification.org

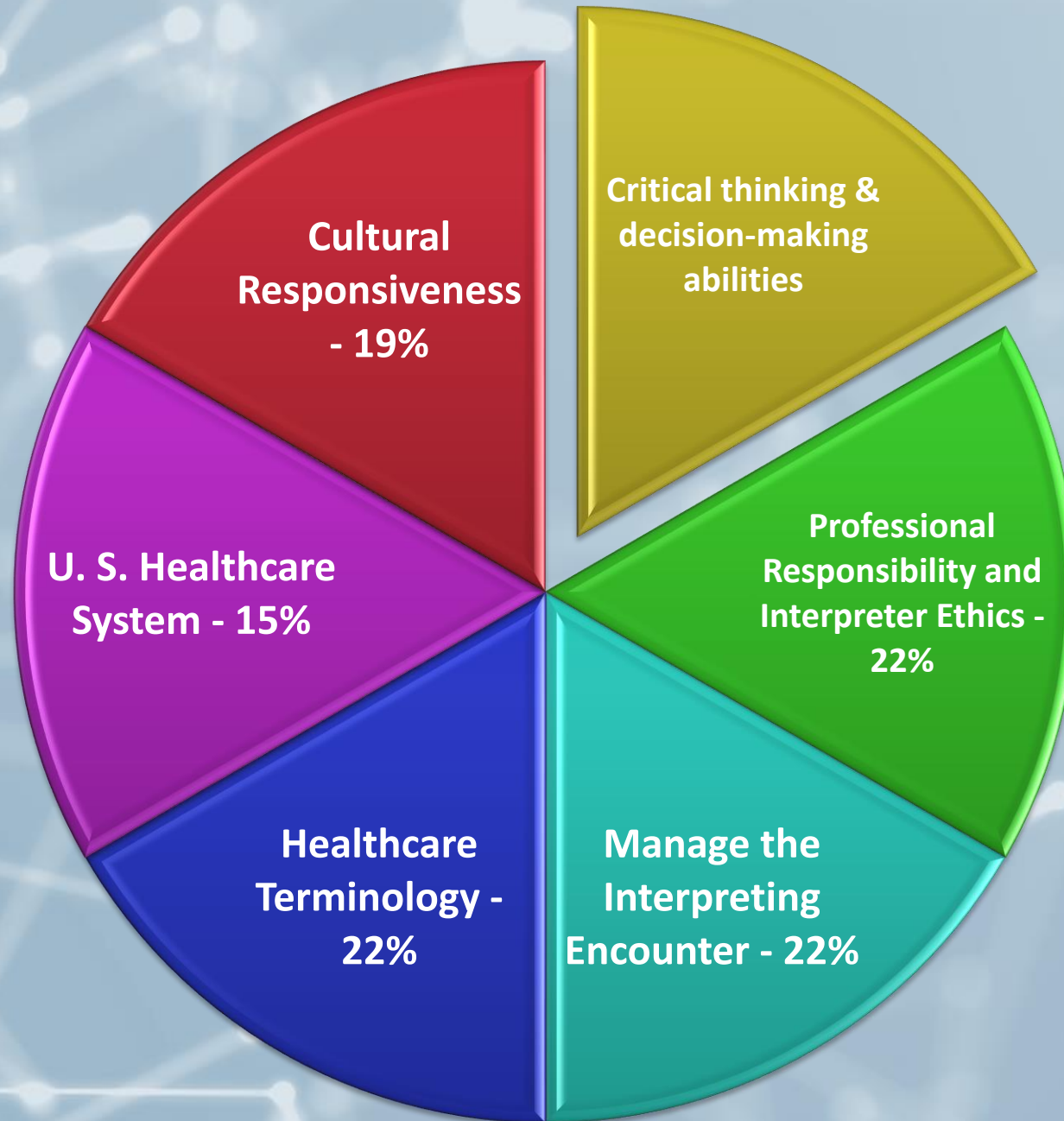
[www.cchicertification.org/images/pdfs/candidatehandbook.pdf](http://www.cchicertification.org/images/pdfs/candidatehandbook.pdf)



# Target Audience: Entry-Level Healthcare Interpreter

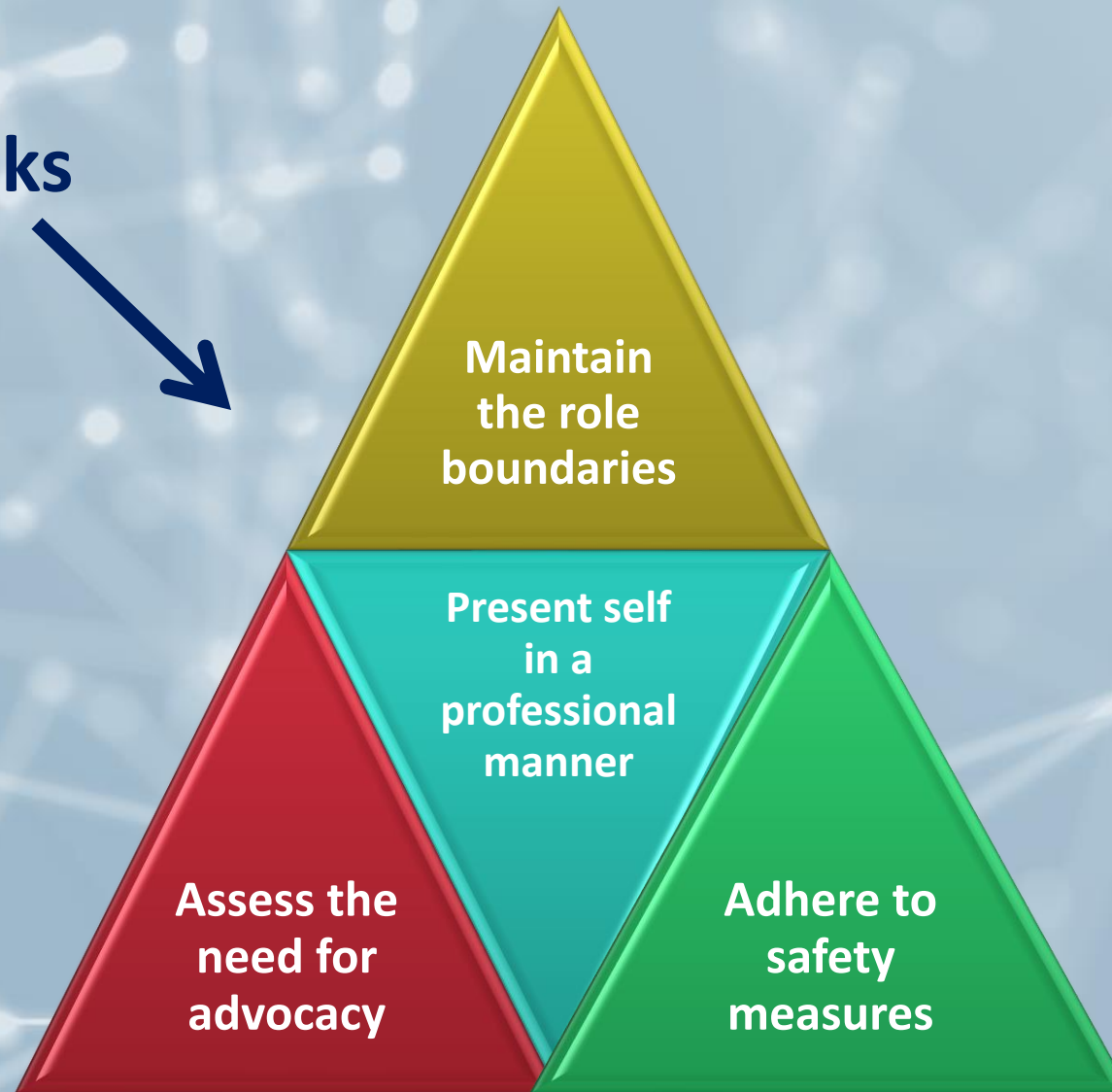
A person who is able to

- perform the functions of a healthcare interpreter **competently, independently, and unsupervised**
- in **any setting** and in **any modality** where health care is provided,
- with the knowledge, skill, and ability required to relay messages accurately from a source language to a target language in a culturally competent manner and in accordance with established ethical standards.



# CoreCHI™ Examination: Domain I. Professional Responsibility and Interpreter Ethics

**Tasks**



# Domain I. Professional Responsibility and Interpreter Ethics

**Task:** Maintain the boundaries of the interpreter's professional role by refraining from personal involvement in order to respect the needs and contributions of all parties.

## **Knowledge of:**

- **Healthcare interpreter codes of ethics and standards of practice**
- **Roles of all parties in a healthcare encounter**
- **Consequences if boundaries are violated**

## **Skill in:**

- **Applying critical thinking skills**
- **Adhering to the interpreter role while maintaining transparency**
- **Redirecting patients' questions and requests to appropriate healthcare team members**



# Domain I. Professional Responsibility and Interpreter Ethics

**Task: Adhere to personal and occupational safety measures by following standard precautionary protocols to reduce the risk of harm and disease.**

## **Knowledge of:**

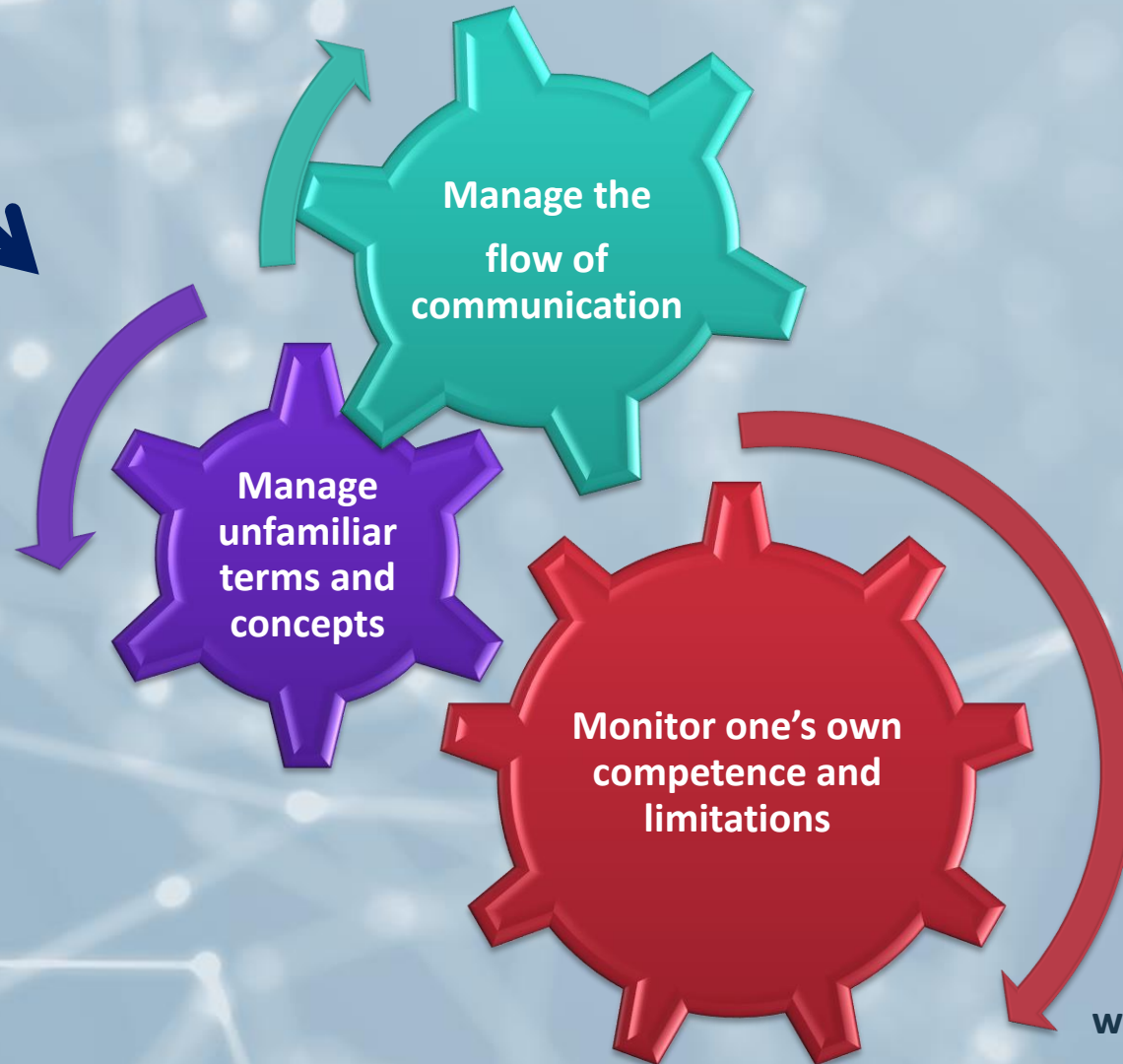
- **Occupational health risks and their corresponding protocols and safety procedures (e.g., personal protective equipment, universal precautions)**

## **Skill in:**

- **Abiding by standard operating procedures**
- **Asking for information on safety protocols**

# CoreCHI™ Examination: Domain II: Manage the Interpreting Encounter

**Tasks**



# Domain II. Manage the Interpreting Encounter

**Task: Manage the flow of communication from the start of the encounter to the end by adhering to professional standards of practice to support effective communication.**

## **Knowledge of:**

- **Healthcare interpreter codes of ethics and standards of practice**
- **Various modes of interpreting**
- **Obligations to all parties**
- **Healthcare specialties, policies, protocols, and procedures**
- **Proper positioning to support effective communication**
- **Modalities of interpreting (in-person, telephonic, video remote)**

# Domain II. Manage the Interpreting Encounter

**Task:** Manage the flow of communication from the start of the encounter to the end by adhering to professional standards of practice to support effective communication.

## **Skill in:**

- Promoting direct communication between provider and patient
- Setting ground-rules (e.g., pre-session, pre-conference, introduction)
- Intervening at the least intrusive level of disruption appropriately and incrementally
- Monitoring for comprehension
- Adapting to the physical environment (e.g., positioning, lighting, volume) and modality of interpreting (in-person, telephonic, video remote)
- Choosing mode and switching as needed
- Asking for pauses
- Managing register and style
- Maintaining transparency
- Gathering and providing feedback after encounters
- Working effectively as a member of a team

# Domain II. Manage the Interpreting Encounter

**Task: Manage unfamiliar terms and concepts in a manner that maintains transparency and supports effective communication for all parties.**


## **Knowledge of:**

- **Research tools and resources**
- **Techniques for intervening and clarifying**


## **Skill in:**

- **Interpreting accurately and completely**
- **Matching register and style**
- **Correcting errors**
- **Maintaining transparency**
- **Asking for clarification**
- **Establishing equivalence**

# Resources to Prepare for CCHI Exams




**Share Your Story**  
Healthcare interpreters change their world one word at a time.  
[MORE](#)






**Accredit Your Conference Sessions**  
Free Webinar on January 31.  
[MORE](#)

Market and Grow Your Training Programs!  
[www.CEAP.org](http://www.CEAP.org)



**INTERPRETER SPOTLIGHT**  
California Announces: CCHI Certified Healthcare Interpreters Gain Recognition in Workers' Compensation System

**SUPPORTER SPOTLIGHT**  
Certified Languages International (CLI)  
[How CLI has made a difference >](#)

<p><b>Our CCHI Community</b></p> <ul style="list-style-type: none"> <li>• Credentialed Interpreters</li> <li>• Healthcare Interpreters</li> <li>• Healthcare Providers</li> <li>• Language Service Providers</li> <li>• Training Providers</li> <li>• Meet Our People</li> </ul>	<p><b>Certification</b></p> <ul style="list-style-type: none"> <li>• Benefits of Certification</li> <li>• Get Certified: Basic Steps</li> <li>• Testing Centers &amp; Schedule</li> <li>• Renew Your Credential</li> <li>• FAQs (certification)</li> <li>• Certification Resources</li> </ul>	<p><b>Supporters &amp; Donors</b></p> <ul style="list-style-type: none"> <li>• Meet Our Donors</li> <li>• Become a Supporter</li> <li>• Volunteer Opportunities</li> <li>• Advertise with CCHI</li> <li>• Resources</li> </ul>	<p><b>About Us</b></p> <ul style="list-style-type: none"> <li>• Overview &amp; Mission</li> <li>• Our Team</li> <li>• Policies</li> <li>• History</li> <li>• Annual Report</li> <li>• Resources</li> <li>• Contact Us</li> </ul>	<p><b>Stay Informed</b></p> <ul style="list-style-type: none"> <li>• Get News</li> <li>• Subscribe</li> <li>• Get Involved</li> <li>• FAQs (general)</li> </ul>	<p><b>Find Us On:</b></p> <div style="display: flex; gap: 5px;">    </div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin-top: 5px;"> <a href="#">Resources for Patients</a> </div>
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***The CCHI Test Content Outline &  
Exam Specifications  
are available from***

**<http://www.cchicertification.org/certification/certification-resources>**

**(2 pdf files at the *Certification Resources* page)**

**[http://www.cchicertification.org/images/pdfs/CCHI\\_Test\\_Content\\_Outline-2017.pdf](http://www.cchicertification.org/images/pdfs/CCHI_Test_Content_Outline-2017.pdf)**

**[http://www.cchicertification.org/images/pdfs/2017-CoreCHI\\_Exam\\_Specs-brochure.pdf](http://www.cchicertification.org/images/pdfs/2017-CoreCHI_Exam_Specs-brochure.pdf)**



# Certification: Certification Resources

03.21.2018

You are here: / Home / / Certification / / Certification Resources

## Certification Resources



**Healthcare Interpreters make a difference one word at a time!**

Professional healthcare interpreters provide the assurance of safety, accuracy, respect of boundaries, and transparency required in any healthcare setting and any interpreting modality.

Please review the following materials to get ready for your examinations.

- [Candidate's Examination Handbook](#)
- [Certification Process Overview](#)
- [Study Checklist](#)
  
- [CoreCHI™ Exam Study Tips](#)
- [CCHI Resources Guide for the CoreCHI™ Examination](#)
- [Infection Control and Industrial Safety for Medical Interpreters](#)
- [CoreCHI™ Practice Exam](#) (You are not required to take this exam.) First create an account (it's a different website than your CCHI Profile account), then click on the title to purchase the exam.
- [CHI™ Oral Performance Exam: What to expect & How to Prepare](#) (updated Feb 2017)
- [CHI™ Practice Exams](#) (You are not required to take this exam): Available on our training module site <http://cchiinterpreters.org>. These practice exams are free, just click on the exam title and enter the enrollment code specified in the description.

[LOGIN to your CCHI Account](#)

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### INTERPRETER NEWS

[Interpreter Conferences Listing](#)

[#AddCCHI - apply by 12/31/18](#)

[Civic Engagement Toolbox for Healthcare Interpreters](#)



You can fulfill the 40-Hr training requirement online at MITS  
[Click here for more info!](#)

"CLICK" for TIN's current trainings for interpreters

# How to Prepare

## “Certification Resources” webpage:

- [Study Checklist](#)
- [CoreCHI Study tips](#)
- [CoreCHI Practice Exam](#)



07.14.2014

Home / Certification Resources

Certification Resources



**Healthcare Interpreters make a difference one word at a time!**

Professional healthcare interpreters provide the assurance of safety, accuracy, respect of boundaries, and transparency required in a healthcare setting.

When it comes to facilitating communication in a clinical encounter between parties that don't speak the same language, there is a large difference between bilingual individuals and professional healthcare interpreters. Trained healthcare interpreters understand medical terminology in both languages and employ professional techniques to handle the complexities that arise with patients, families, and healthcare providers. Healthcare interpreting is a profession filled with variety and flexibility.

• Candidate's Examination Handbook

- *CCHI Resources Guide for the CoreCHI™ Examination*
- *Webinar: CoreCHI™ Credential Exam for Interpreters of All Languages (February 7, 2014)*
- *Webinar: How to Apply for and What to Expect at CCHI Exams*
- *Webinar: How to Prepare for CCHI Exams*
- *CoreCHI™ Practice Exam (you will leave CCHI's website for the online store Vantage)*
- Take the CHI™ **sample exams** in Arabic, Mandarin, or Spanish.

**CCHI Multilingual Mini-Glossaries**

Use this link to access the page where you can download thematic mini-glossaries by the language: <http://www.cchicertification.org/certification-resources/mini-glossary-signup>. It's free! Just sign up with your email.

**Medical terminology in multiple languages:**

- Use this link to MedlinePlus to find health information in languages other than English: <http://www.nlm.nih.gov/medlineplus/languages/languages.html>
- Healthy Roads Media provides health information in many languages and multiple formats (printout, audio, web-video, iPod video) at <http://www.healthyroadsmedia.org>
- Health information translations into multiple languages are available at: <https://www.healthinfotranslations.org>
- This Australian site has health information in multiple languages (keep in mind that the English language in Australia is different than the U.S. English, yet the site is helpful for practicing non-English terminology): <http://www.mhca.health.nsw.gov.au/publicationsandresources/resources/publicationsandresources/resources-by-language>

- CCHI Eligibility Requirements
- Test Content Outline
- Report on CCHI's Job Task Analysis Study and Results
- Technical Report on the Development and Pilot Testing of CCHI's Examinations (CoreCHI™ and CHI™-Spanish)
- Technical Report on the Development and Pilot Testing of the Certified Healthcare Interpreter™ (CHI™) Examination for Arabic and Mandarin

- Why Do Healthcare Interpreters Choose CCHI Credentials?
- Interpreters Brief
- Interpreters Frequently Asked Questions
- CCHI Certified Healthcare Interpreter™ Brochure
- CCHI History

**Standards & Ethics**

- The National Council on Interpreting in Health Care (NCIHC) - National Standards of Practice for Interpreters in Health Care
- California Healthcare Interpreter Association (CHIA) - California Standards for Healthcare Interpreters
- International Medical Interpreter Association (IMIA) - Medical Interpreting Standards of Practice

**Examination Fees**

Application - \$35

Get Certified

Find a Credentialed Healthcare Interpreter

Find an Accredited Training Provider

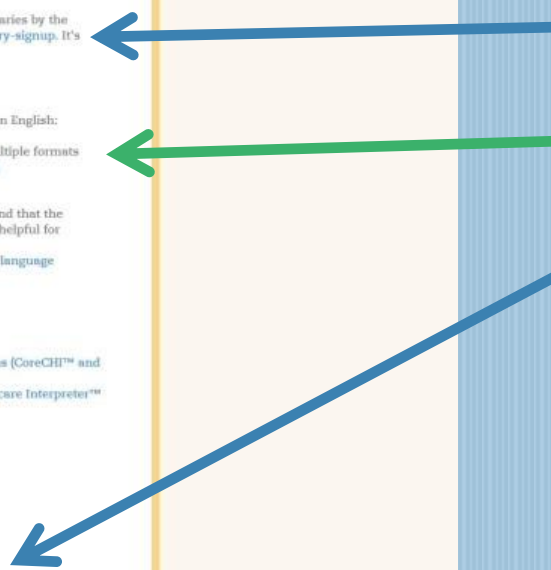
INTERPRETER SPOTLIGHT

California Announces CCHI Certified Healthcare Interpreters Gain Recognition in Workers' Compensation System

SUPPORTER SPOTLIGHT

Certified Languages International (CLI) How CLI has made a difference >

# How to Prepare



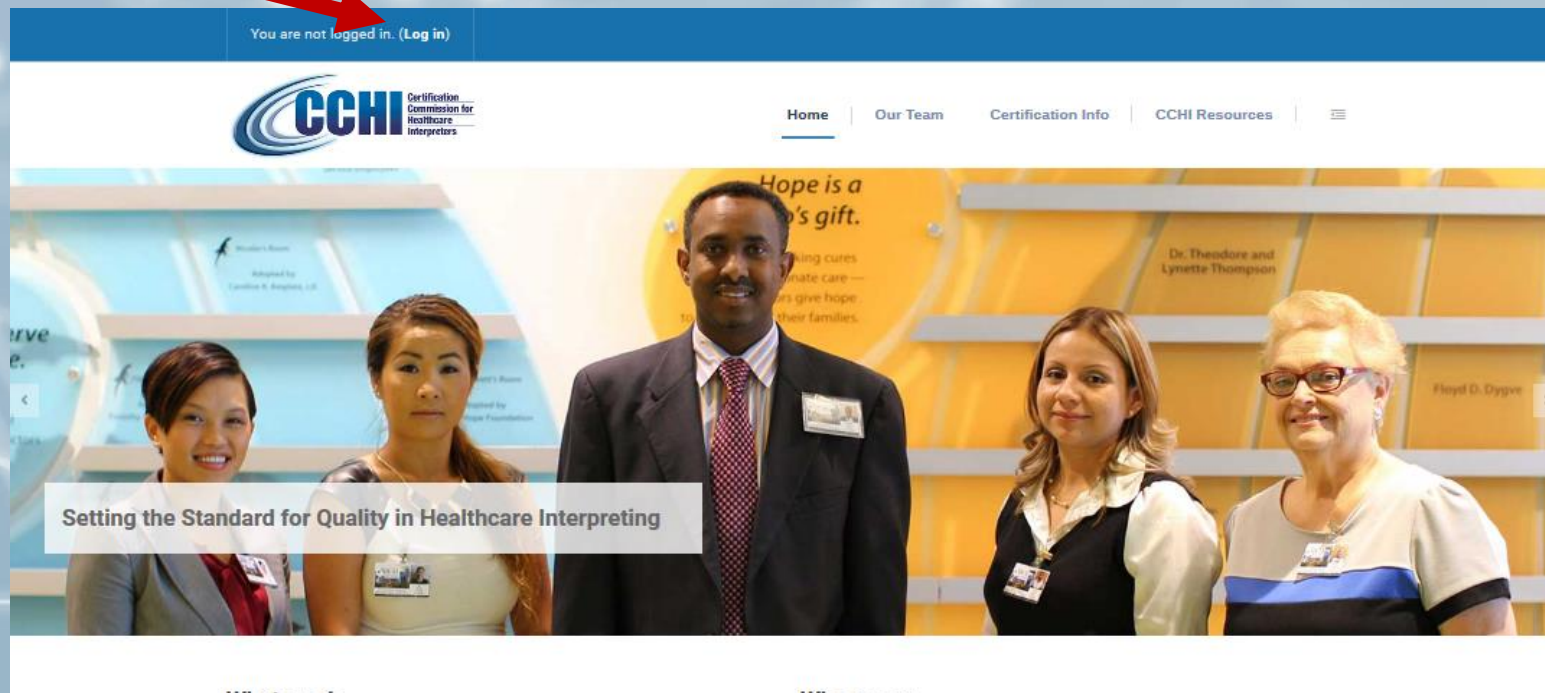
➤ Mini-Glossaries

➤ Medical Terminology links

➤ Codes of Ethics

<http://cchiinterpreters.org>

- Create a free account
- Remember your username & password (!)
- Login – top left, above the CCHI logo:



# CCHI's Online Training Portal

<http://cchiinterpreters.org>

## CoreCHI™ Practice Exam:

- 30 practice questions
- Click on title or image to access
- between 3/12-6/12 – free, enter key “addCCHI2018”
- after 6/12/18 -\$30

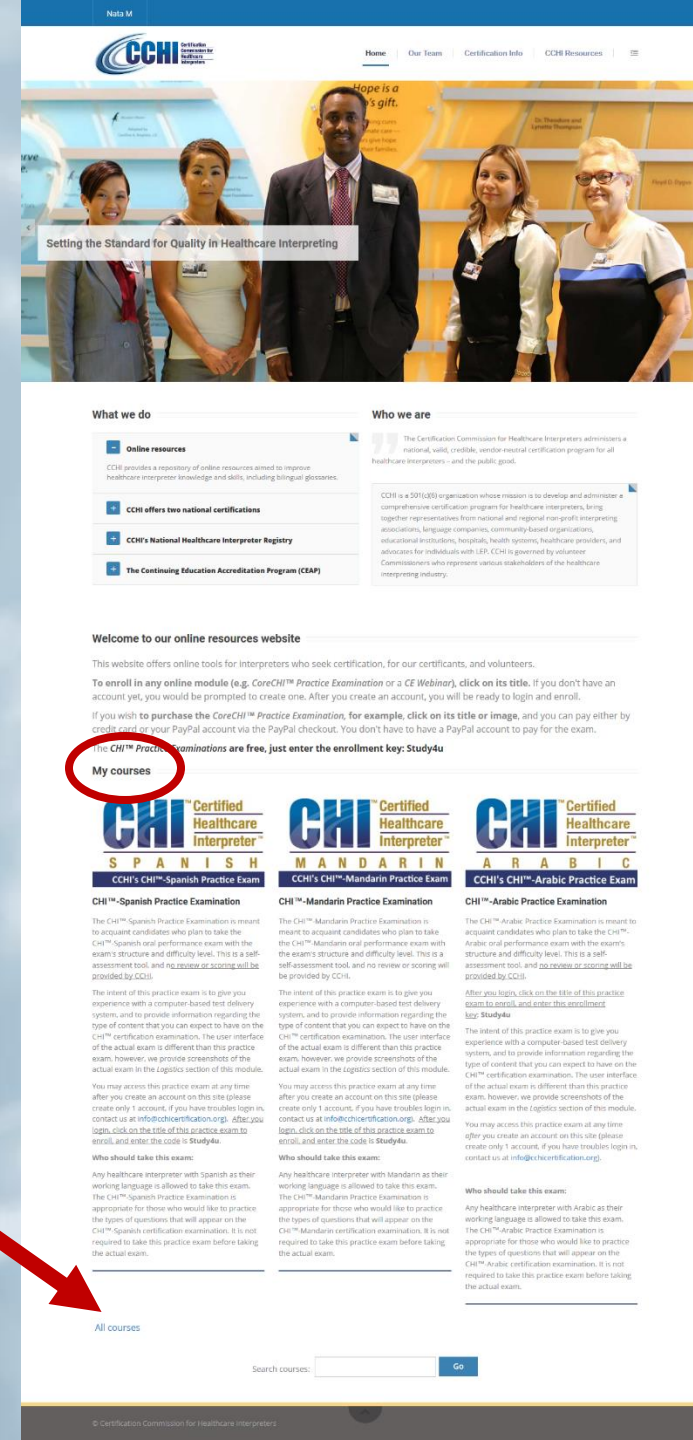


The screenshot shows the CCHI website homepage. At the top, there is a navigation bar with links for Home, Our Team, Certification Info, and CCHI Resources. Below the navigation bar is a large banner image of three healthcare professionals in a meeting. A text box on the banner reads "Communication. Quality. Meaningful Health Care. Learn more." Below the banner, there are sections for "What we do" and "Who we are". The "What we do" section lists three items: "Online resources", "CCHI offers two national certifications", and "CCHI's National Healthcare Interpreter Registry". The "Who we are" section describes the organization's mission and its 501(c)(3) status. Below these sections, there is a "Welcome to our online resources website" section. This section contains a paragraph about the website's purpose and a list of online training modules. A red circle highlights the text "The CHI™ Practice Examinations are free, just enter the enrollment key: Study4u". Below this, there are three columns of information for different practice exams: "CHI™ Spanish Practice Examination", "CHI™ Mandarin Practice Examination", and "CoreCHI™ Practice Examination". A red arrow points from the highlighted text to the "CoreCHI™ Practice Examination" section. The "CoreCHI™ Practice Examination" section includes details about the exam's format, duration, and the enrollment key "addCCHI2018".

# CCHI's Online Training Portal

<http://cchiinterpreters.org>

- If you have already taken 1 CE course or practice exam, after your login, you see the courses you are enrolled in.
- To see all what's available - scroll down to the bottom of the page, to "All courses"



# Logistics: At the CoreCHI™ Exam

- Bring the *CoreCHI™ Notice to Schedule* to the test center and a **photo ID**.
- Arrive early so you can park, etc.
- You are NOT allowed to take anything into the testing room (no phones, bags, paper, pens, etc.).
- A proctor will be monitoring the exam.
- You will have about 15-20 minutes to read the instructions. This time does not count towards the exam.
- The exam lasts **2 hours (120 minutes)**. Even if you don't finish after 2 hours, the exam will stop.

# At the CoreCHI™ Exam

- **A timer on the screen will show you how much of the exam’s time is left.**
- **You may “Mark” a question or skip it, and go back to it at the end, before you submit the exam.**
- **You may change the font size or look by clicking on the “Font” button (first button on the left below the question’s options).**
- **At the end of the exam, if you have the time left, you may click back and review your answers.**
- **If you experience any IT issues – call the proctor’s attention immediately.**

# CoreCHI™ Exam Screenshot

The screenshot displays the CoreCHI exam interface. On the left, a sidebar shows the exam progress: a timer at 01:21:42, 100 total questions, 3 answered, and 97 remaining. Below this is a list of questions from Q-1 to Q-7, each with a status icon (checkmark, question mark, or X). Question 6 is highlighted in blue. On the right, the question content is shown, starting with '6. Question' followed by four radio button options labeled A) Option, B) Option, C) Option, and D) Option. Red arrows point to the timer, the 'Remaining' count, the question list, and the selected option D).

01:21:42

Questions: 100  
Answered: 3  
Remaining: 97

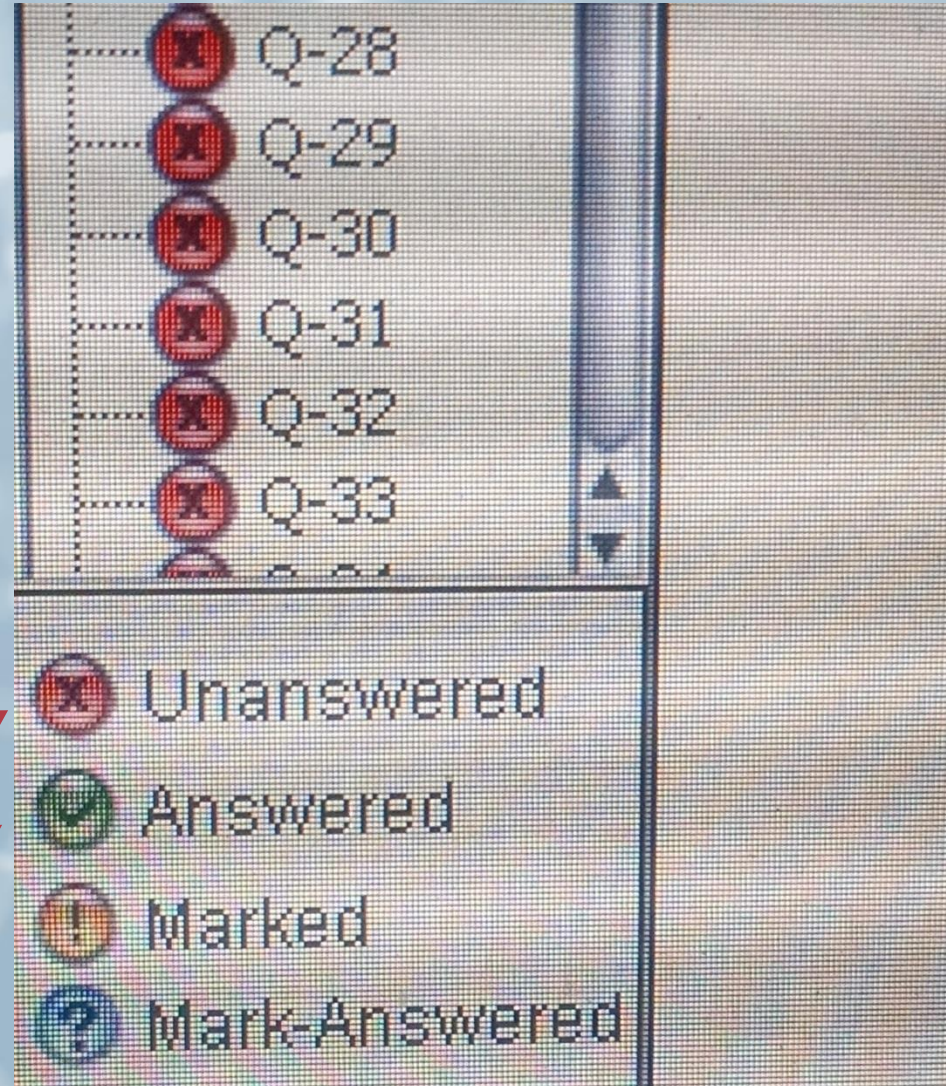
CCHI

- Q-1
- Q-2
- Q-3
- Q-4
- Q-5
- Q-6
- Q-7

6. Question

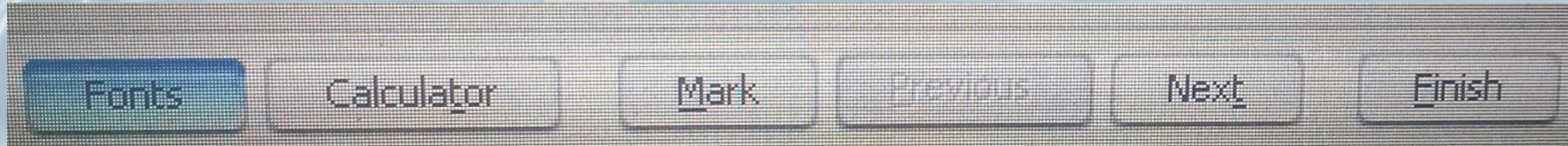
- A) Option
- B) Option
- C) Option
- D) Option

# CoreCHI™ Exam Screenshot





# CoreCHI™ Exam Screenshot



# At the CoreCHI™ Exam

- Your final step is to press the “Finish” button.
- After that, the proctor will be able to print out your score report, and you’ll know if you passed the exam.
- If you have any **comments about the testing experience**, you must submit them in writing to CCHI within 5 days of your exam to [info@CCHICertification.org](mailto:info@CCHICertification.org).

# How is the CoreCHI™ exam scored?

- Scoring for this exam, as for any multiple choice exams is automated, i.e. done by a software not humans.
- Total scores are weighted according to a proprietary psychometric formula and scaled to the distribution of 300 to 600 with the **passing score set at 450 points**.
- Each domain has a different weight, and we can't say how many questions need to be answered correctly for passing.



777 Mariners Island Blvd, Suite 200  
San Mateo, California 94404  
Telephone (800) 947-4228  
FAX (650) 692-9307  
www.comiratesting.com

# Score Report

## Certification Commission for Healthcare Interpreters Computer Test Report

Name: Johnny c Appleseed IV  
Test Date: 12/21/2017  
Test Site: ABS00000

Test Level: CCHI CoreCHI Exam

Dear Johnny Appleseed :

Thank you for taking the CCHI CoreCHI Exam .We regret to inform you that you did not pass the examination.

You will receive your official score notice from CCHI within 2 weeks from this report. You may retake this exam in 90 days. CCHI will send you a reminder at that time or you may contact CCHI at info@cchicertification.org.

**A summary of results for each of the exam's content domains is provided below. Content (domain) area scores** are reported as the percent correct. CCHI makes pass/fail decisions at the whole test level, and your total score is not the average of your content area performance. Please recognize that since the examination is scored on a totality, this information is intended only as a guide. In order to improve your score, you need to review and study for all content domains of the exam. We hope this information helps guide you in studying before you retake the examination.

Passing Score: 450  
Your Score: 119  
Pass/Fail Status: Fail

The following shows your performance in each section of the exam:

Domain 1. Professional Responsibility and Interpreter Ethics	5%	Domain 2. Manage the Interpreting Encounter	5%
Domain 3. Healthcare Terminology	21%	Domain 4. U.S. Healthcare System	8%
Domain 5. Cultural Responsiveness	7%		

Sincerely,

# After the CoreCHI™ Exam

- If you did NOT pass, you may re-take the exam only after 90 days of the date of your original exam date.
- If you failed, you will need to pay the CoreCHI™ fee (\$175) again and repeat the process.
- CCHI allows up to 3 takes within one year.
- If you have **concerns about your score or wish to appeal it**, please submit them in writing to CCHI at [appeal@CCHIncertainment.org](mailto:appeal@CCHIncertainment.org).

# Where to find webinars & their recordings/ppt slides

The screenshot shows the CCHI website interface. At the top left is the CCHI logo. To its right are links for 'CONTACT US', a search bar, and a 'DONATE NOW' button. Below these are navigation tabs: 'CCHI Community', 'Certification', 'Supporters and Donors', 'About Us', and 'Stay Informed'. A large blue banner features the text 'Stay Informed: News' and an image of two women looking at a laptop. Below the banner, the date '07.22.2015' is displayed on the left, and 'Home / Get News' on the right. The main content area contains a 'News' section with the text 'Please check here for our latest new and press releases or contact us for more information.' Below this are links for 'CCHI Newsletters' and 'CCHI Webinars'. On the right side, there is a sidebar with a 'Get Certified' section containing links for 'Find a Certified Healthcare Interpreter' and 'Find an Accredited Training Provider'. A red arrow originates from the 'Stay Informed' menu item and points to the 'CCHI Webinars' link. A green arrow originates from the 'CCHI Webinars' link and points towards the bottom left of the slide.

# Spring Cycle: April-May Fall Cycle: September-October



**CCHI** Certification  
Commission for  
Healthcare  
Interpreters  
CCHIncertainment.org

**Discover Healthcare Interpreting  
CoreCHI™ Scholarship**

Up to 5 full scholarships,  
\$210 each, will be awarded  
to CoreCHI™ candidates.

**#DiscoverHCI**  
**#GetCertified**

**CoreCHI**  
CERTIFICATION  
Core Certification Healthcare Interpreter



## #AddCCHI

If you have another certification, you can earn the following credentials at a discounted rate:

**CoreCHI™ for \$150**

**CHI™ for \$300**

Offer valid until  
12/31/18.

**CCHICERTIFICATION.ORG**

<http://www.cchicertification.org/57-stay-informed/news/237-power-addcchi>



# Follow us on Social Media!



The screenshot shows the CCHI website homepage. At the top left is the CCHI logo. To its right are navigation links: 'CONTACT US', a search bar, and a blue 'DONATE NOW' button. Below these are five main menu items: 'CCHI Community', 'Certification', 'Supporters and Donors', 'About Us', and 'Stay Informed'. The main content area features a large image of a doctor and a patient, with the text 'Setting the Standard for Quality in Healthcare Interpreting'. To the right of this image are four vertical portrait photos of professionals, each with a label: 'HEALTHCARE INTERPRETERS', 'HOSPITALS & HEALTHCARE PROVIDERS', 'LANGUAGE SERVICE PROVIDERS', and 'TRAINING PROVIDERS'. The footer contains five columns of links under the same menu categories as the top. On the right side of the footer, there are social media icons for LinkedIn, Facebook, and Twitter, which are circled in green, and a 'Resources for Patients' button. At the very bottom, there is a copyright notice: '© 2014 CCHI | 1725 I Street NW, Suite 300, Washington, DC 20006 | 866-969-6665 | Privacy Policy'.



Get Certified,  
Get Connected,  
Get Informed.



HEALTHCARE  
INTERPRETERS

HOSPITALS &  
HEALTHCARE  
PROVIDERS

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PROVIDERS

TRAINING  
PROVIDER

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[Certification Commission for Healthcare Interpreters](http://www.cchicertification.org)

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