



Setting the Standard for Quality in Healthcare Interpreting



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March-April 2018

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Discover Healthcare Interpreting CoreCHI™ Scholarship

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

Apply by 05/31/18

<https://goo.gl/kQnmxl>

#DiscoverHCI
#GetCertified



2018 Spring Cycle of “Discover Healthcare Interpreting” CoreCHI™ Scholarship

Get ready for the 2018 Spring Cycle of the **“Discover Healthcare Interpreting” CoreCHI™ Scholarship!** Applications are accepted **between April 1- May 31, 2018**. The 2018 Fall Cycle scholarships are **made possible thanks to** the generous contribution from [Liberty Language Services](http://www.libertylanguageservices.com) (www.libertylanguageservices.com, Vienna, VA). **Liberty Language Services** is a language services agency

Updated Candidate’s Examination Handbook

CCHI Commissioners published the updated version of [CCHI Candidate’s Examination Handbook](#). The updates include examples of documents applicants need to upload to meet eligibility requirements, description of the oral performance exam rating scales, information about the non-instructional CE activities, and a work requirement waiver policy for certification renewals.

providing total language solutions and language access services to hospital systems, medical offices, legal firms, courts, public schools, state and local government agencies, universities, private companies and more. Core capabilities include on-site, face-to-face interpreting services, over the phone interpreting and video remote interpreting. *Liberty Language Services* also offers other language services such as written translation, and American Sign Language (ASL) services, 24 hours a day, 7 days a week. CCHI expresses our deep gratitude to **Silvia Villacampa** personally for being instrumental in providing the support.

Our other contributor this cycle is **UMTIA ([Upper Midwest Translators & Interpreters Association](#))**. UMTIA in collaboration with Allina Health held an interpreter professional development event in December 2017 and donated the registration fees to the *Discover HCI Scholarship fund*. This is a true **testament to how interpreters themselves support the profession and their colleagues**.

The purpose of the scholarship is to support interpreters of languages for which only the CoreCHI™ certification is currently available, including refugee languages and languages of lesser diffusion. Thanks to the generous contributions from *Liberty Language Services*, *UMTIA*, and the Commissioners, CCHI will award up to five (5) scholarships, in the amount of \$210 each.

Apply by May 31, 2018. For details and instructions, go to <https://goo.gl/kQnmxl>. **To download the scholarship application, [click here](#).**

Winners will be announced on **July 15, 2018**.

#DiscoverHCI #GetCertified

We encourage all applicants, candidates who are engaged in the testing process, and certificants to review the [Handbook](#).

All updates are based on the suggestions and inquiries we receive from you. Stay in touch and contribute at info@cchicertification.org.

Did You Know?



If you have a smartphone, you can record yourself and play it back at different speeds with these free phone apps (for both Android and iPhones). You can record *anything*, like the audio from a TV show, or video on YouTube in addition to yourself, and play it back at different speeds.

Practicing with faster than normal speech allows you to feel relaxed and in control when at work interpreting at normal speech speed. Try it you'll like it!

For iPhones and iPads

- Best voice recording apps for iPhone and iPad - iDownloadBlog

www.idownloadblog.com/2016/05/22/best-voice-recording-apps-iphone-ipad

- Audio Speed Changer Free on the App Store - iTunes - Apple

<https://itunes.apple.com/us/app/audio-speed-changer-free/id680523422?mt=8>

Interviews with Scholarship 2017 Winners



Ye Yang, CoreCHI™

Hmong interpreter (MN)

Ze Yang was awarded the “Discover Healthcare Interpreting” CoreCHI™ Scholarship in December of 2017, and in February of 2018 she earned the CoreCHI™ credential.

Ze traces her interpreting roots to her childhood. She came to the United States with her family when she was seven years old. As a native Hmong speaker, she was the first in her family to learn English. On many occasions, she acted as the interpreter for her family members and parents. Twelve years ago, she began interpreting professionally in education settings. Most recently, she started interpreting as a private contractor for WIC services.

The following are excerpts from a recent interview with a CCHI Commissioner:

What inspired you to become an interpreter and why health care?

It started with my family and seeing their need. When I was in high school one of the careers I considered pursuing a career in the medical field. Health and wellness are important. Nutrition, exercise, and wellbeing are all important in daily life and quality of life. I wanted to be part of that. It's always been an interest of mine. Communication is very important, especially regarding health conditions, knowing what things are called, and being able to communicate how you're feeling. Once something, like medicine, goes in, you can't get it back you. It's important to know what's going in.

I get to meet people and ensure that they know what's going on with their health. As an interpreter, I get to apply the skills and experience I have to something I've always wanted to do.

What does earning the certification credential mean for you and your professional career?

For Android Phones

- How to Change the Speed of Audio Playback With these 4 Android Apps

<https://www.guidingtech.com/56100/alter-speed-audio-playback-android-apps/>

- Speed Changer - Android Apps on Google Play

<https://play.google.com/store/apps/details?id=j.p.ne.sakura.ccice.audipo&hl=en>

Interpreter Education News

The **Interpreter Training Center of MUSC Health** is holding a three-part interpreter training event “**Putting the Pieces Together,**” a medical terminology series. The event is held on 3 Saturdays, 9 am-4:30 pm: **May 19, June 9 and 30** in Charleston (SC). It is accredited for CEUs by RID, CCHI/CEAP, and IMIA.

For more info and to register visit their website at www.muschealth.org/interpreter

Advertisement



To me it means having more doors. It is something that I can do. It makes a difference. You don't question if you know what you're doing. Certification gives you confidence that you know you can do this.

You recently earned the credential. How has earning the certification credential impacted you?

More opportunities. More options to make choices. I work in the schools, so I don't have work in the summer. This gives me the opportunity interpret in the summer and to earn income to support my family. With a credential, I can get recognized as a professional and get compensation for the work I do. It is also an opportunity to give back to the community and to help someone professionally.

What would you tell someone who is considering becoming a healthcare interpreter?

Go for it. We could always use more. There are not enough interpreters. It is important for the community. It is important to have a real interpreter. Someone who cares passionately and is willing and able to communicate the message and get people the help that they need.

What advice would you give someone who is preparing to take the certification exam?

Review and know your stuff. Understand the law, policy, terminology. Another good thing about the exam are the scenarios. If you understand the scenarios, it isn't too hard. Don't give up. Honestly, I was positive about taking the exam because it is an area I'm interested in it. For me, it confirmed that I know what I'm doing. Feel passionate about it. Know what is expected of you. Give it a try.

CCHI Commissioners and staff congratulate Ze Yang on earning her CoreCHI™ credential and for her continued dedication to the healthcare interpreting profession.

The **Interpreter Training Center of MUSC Health** offers a range of services such as monthly continuing education activities that are RID, CCHI, and IMIA CEU approved trainings, Language neutral – 40 hour foundation training for Medical Interpreters, Certification Prep Course for Interpreters, One-on-One practice/mentor sessions through our Practicum program, Testing site for RID, CCHI, NBCMI, and ATA, also offer Diagnostic Testing for Interpreters preparing for National Certification.

Upcoming 2018 Conferences

A few of the regional conferences you will want to be sure and register for and attend, when they come your way!

- [5th Annual “Ramp Up the Conversation”](#) is held in two locations on **April 21 and 28 in Johnson Creek and La Crosse (WI)**. Each day is accredited for 6 CE hrs. Meet our Commissioner Erin Rosales on April 21.
- [AAIT 2018 Annual Conference](#) – **April 21, Atlanta (GA)**; meet CCHI Commissioner Jorge Ungo. The conference is accredited for 7.75 CE hrs.
- **ITAA** is holding its [2nd Annual Conference for Professional Interpreters](#) on **April 21 in Birmingham (AL)**. The conference is accredited for 5 CE hrs.
- [CTA 2018 Annual Conference](#) is on **April 27-29 in Bolder (CO)**. Several sessions are accredited for up to 5 CE hrs total.

**Ozlem Avci Gregory,
CoreCHI™**

Turkish interpreter (CA)

Ozlem Avci Gregory was awarded the “Discover Healthcare Interpreting” CoreCHI™ Scholarship in December of 2017, and in March of 2018 she earned the CoreCHI™ credential.



She began her interpreting career as a Turkish/English interpreter in the court system in England. When she came to the United States and was ready to pursue a professional career, interpreting was her career of choice. She currently interprets in healthcare and court settings and is a member of professional associations, including the California Healthcare Interpreting Association and the American Translators Association.

The following are excerpts from a recent interview with a CCHI Commissioner:

What inspired you to become an interpreter and why healthcare?

I love languages. Interpreting really makes your brain work hard. It like an ocean. You have so much to learn. The Turkish community in England is much larger than in the USA (California); therefore, the challenges are bigger because there are fewer interpreters. Currently, there are only two CoreCHI™ Turkish interpreters in the entire country.

Healthcare is extremely serious. It is also like an ocean – unborn babies, workers compensation cases, end-of-life, everything. Whether talking about a person’s health or benefits, everything is very serious. I’m going to be the best interpreter I can be and contribute to my profession as well as my language community.

You recently earned the credential. How has earning the certification credential impacted you?

Instant change. Agency owners immediately offered jobs stating that they want to work with a CoreCHI™ certificant.

- [NETA 2018 Annual Conference](#) – April 28, Boston (MA); meet CCHI’s Chair Margarita Bekker.
- UTIA’s [2018 Utah Language Access Conference](#) is held on May 4-5 in Salt Lake City (UT).
- NCIHC’s [2018 Annual Membership Meeting](#) is on June 1-2 in Denver (CO). Meet several Commissioners.
- **2018 Annual Conference "Paving the Way to Health Care"** by [Massachusetts Medical Interpreter Training](#) is held on June 8-9 in Marlborough (MA). The event is accredited for 10.5 CE hours. Meet our Executive Director Natalya Mytareva.
- **NAJIT’s 2018 Annual Conference** takes place on June 8-10 in San Francisco. 20 sessions and pre-conference workshops are accredited for CE hrs. Our Chair Margarita Bekker is presenting.

Visit our [Interpreting Industry Conferences](#) webpage for ongoing updates throughout the year!



When I introduce self at the hospital and show my badge, my certification makes patients and their family members feel happy and confident about my interpretation, which makes me really proud.

What would you tell someone who is considering becoming a healthcare interpreter?

Follow all the protocols. Don't pay attention to people that say being bilingual is good enough to be an interpreter. Find an interpreting training course and get the training. Then when you work as an interpreter, you'll be prepared for the challenges. Now you have the CoreCHI™ test available. It should be your goal within two years of working as a healthcare interpreter to take and pass the certification test. And also remember your continuing education – webinars, seminars, meetings, conferences – are all extremely important. You should be constantly working and studying.

What advice would you give someone who is preparing to take the certification exam?

Definitely follow the study guide. Download the glossaries. The resources are excellent. When you pass exam, know that you enter another phase. The field is like an ocean. Keep reading. Keep studying. Keep doing research.

CCHI Commissioners and staff congratulate Ozlem Avci Gregory on earning her CoreCHI™ credential and for her continued dedication to the healthcare interpreting profession.

CHI™ Spring 2018 Testing

The Spring 2018 testing for CHI™ candidates is in full swing **until May 7, 2018**. Call to schedule your exam now if you have the *CHI™ Notice to Schedule*. Contact our scheduling service at (844) 704-1487.

You can **search for the test center locations for any of our exams from one page** – click [here](#) – thanks to our testing vendor PSI (formerly Comira). We have a new test site available in Nashville (TN).



Oral performance CHI™ exams for Arabic, Mandarin and Spanish interpreters are available only 4 times a year (for specific dates in 2018 [click here](#) and scroll down to the middle of the page).

The CoreCHI™ examination is available all year round! You can schedule an exam at any time as soon as you receive your *Notice to Schedule* in the email. To search available sites, [click CCHI Core Certification Healthcare Interpreter Exam™ \(CoreCHI™\)](#) and then enter your zip code to find the CoreCHI™ sites closest to you.

Keep in mind that testing locations may change during the year; ask our representative (at 844-704-1487) about a location closest to you when you call to schedule. If you have any questions about the application process, scheduling or paying for any exam, please contact Malika Sadi-Goodman, our Director of Operations, at CMSspecialist@cchicertification.org.

If you have passed your CoreCHI™ exam, [click here](#) to log into your CCHI profile and take the next steps to schedule your CHI™ exam during the upcoming testing window.

Remember, you have **6 months** from the date when your application is approved, to take the CoreCHI™ exam. You have **12 months** to take the CHI™ exam after you pass the CoreCHI™.

You will need to repeat the process if you miss these deadlines.

We wish you the best of luck on your exam!

CCHI is leading the national dialogue on healthcare interpreter certification.

The talents and expertise of many interpreters, trainers and interpreter coordinators are critical to ensuring we get it right, and we invite everyone to visit the [CCHI website](#) regularly for the latest updates.

If you would like to contribute to our Newsletter, please contact us at news@CCHicertification.org by the 2nd Tuesday of the month.

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