



*Act as a bridge to  
communication in health care*

*Recognize the need for credentialing*

*Help communities access the  
healthcare services they need*

## Healthcare Interpreters Issue

### MAKING A DIFFERENCE ONE WORD AT A TIME: Healthcare Interpreters...

- Work as the bridge to effective communication between limited English proficient (LEP) patients and families and their healthcare providers.
- Are a valuable member of the healthcare team.
- Are a key partner in providing patient and family centered communication.
- Make it possible for LEP patients to participate in their healthcare decisions.
- Reduce potential clinical errors and mistakes due to miscommunication.

Certified 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. Certified healthcare interpreters understand medical terminology in both languages and employ professional

techniques to handle the complexities that arise with patients, families, and healthcare providers.

In the healthcare system, complex medical terminology leaves many English speakers confused or misinformed. Language barriers not only increase miscommunication, but open the door to misdiagnoses, non-compliance and unnecessary or redundant medical tests, all leading to a lesser quality of care and contributing to racial and ethnic health disparities. LEP patients are often forced to accept a lower quality of care than English speakers receive.

More than 25 million people speak English less than very well in the U.S. and may be considered limited English proficient (LEP). Certified healthcare Interpreters are essential to effective communication that ensures the provision of safe and high-quality care to racial and ethnic minorities, and are critical in the effort to reduce health disparities.



*“Healthcare has made important strides over the last several years with the recognition that interpreter services are a core component of providing health care. Healthcare interpreters are an essential part of a transdisciplinary healthcare team.”*

– Peter Sherman, M.D.  
Association of Clinicians  
for the Underserved

*“Certification is one of the hallmarks of a strong profession. Certified Healthcare Interpreters™ can stand proudly beside their colleagues in other prestigious language service and medical professions as recognized specialists whose authority and expertise are highly valued.”*

– Holly Mikkelson  
Monterey Institute of  
International Studies

*“CCHI’s certification program meets a critical need expressed often by our member hospitals. They need to know that the interpreters they use are competent – whether from an agency or on their staff.”*

– Ellen Pryga  
American Hospital Association

## **HEALTHCARE INTERPRETING :** *A profession filled with variety and flexibility*

- **VARIETY**  
Work in a hospital, clinic, other healthcare setting, or over the phone/ via video conferencing in your own home.
- **FLEXIBILITY**  
As an independent contractor, you can choose your work hours, make your own schedule.
- **JOB SECURITY**  
The non-English speaking population is growing and medical assistance will always be needed.
- **BENEFITS**  
Work opportunities range from full or part-time employment to being an independent contractor.
- **EDUCATION**  
Gain firsthand knowledge of the latest medical technology and treatments, and understanding of the healthcare system. Increase your knowledge across an array of specialties.
- **CAREER PATH**  
Advance to manager, supervisor, director or trainer through experience and professional development.
- **RESPECT**  
Become a critical part of the healthcare team working with local doctors and healthcare staff.

Anyone can enter the healthcare interpreting profession, at any age. If you are currently interpreting in another field or are bilingual and looking for a new profession, start your training today to become a Core Certification Healthcare Interpreter™ or a Certified Healthcare Interpreter™.



*According to the Bureau of Labor Statistics, employment of interpreters and translators is projected to increase 46% between 2012 and 2022.*

### *A great career choice for...*

- Bilingual graduate students
- Students with foreign language degrees
- Bilingual healthcare staff
- Refugees/Asylees/Immigrants
- Medical professionals from other countries who may be waiting for the U.S. credentials
- Foreign language teachers
- Bilingual individuals wanting to work from home
- Bilingual individuals Re-Entering the Workforce
- Bilingual Retirees looking for a place to make a difference

**The typical salary for a healthcare interpreter who works as an independent contractor is \$15-\$30 an hour.**



## **HEALTHCARE INTERPRETERS: Make a difference**

*“This true story is about an 8-year old boy whom I will call Joshua. Joshua’s teacher became concerned because he was missing a lot of school and when he was in school he was quite distracted. She called an interpreter to hold a parent/teacher conference to share her concern with Joshua’s parents.*

*During the conference, the teacher learned that his mom had recently been diagnosed with cancer. And since neither of the parents spoke English very well, they pulled Joshua out of school to interpret. Joshua was the first to learn about his mom’s diagnosis. He was the one who interpreted to her that she had cancer; he relayed her chances of survival, and her treatment options. And at every appointment, Joshua interprets to the nurses and doctors how his mom is feeling.*

*Joshua is not unique. As immigrants migrate to this country, whether it’s for a better opportunity in life or whether they’re fleeing religious or political persecution, it is often the children who ultimately don’t have a choice and are asked to advocate for their parents by becoming their voice.*

*When you call for a healthcare interpreter, do not only think that it’s the right thing to do, but be encouraged that you may be, even for just 15 minutes, relieving a child of pressure, stress, anxiety – you’re ultimately giving them back 15 minutes of their childhood.”*

*— Paola A. Velasquez  
Manager of Communications & Translation Services  
Sherman Health, Elgin IL*

*“Healthcare interpreting provides instant gratification that you have affected someone’s life. There is a misconception that healthcare interpreting can be depressing and sad, but in reality, seeing the instant difference that an interpreter can make in someone’s life far outweighs any negative.”*

*— Sandra Dejeux  
SD Translations*

**“As our members continue to provide health care for patients from diverse cultural and ethnic backgrounds, CCHI certification will allow them to enrich the level of culturally and linguistically competent health care service delivery for all patients.”**

*— Tanya Lopez  
American Medical Association*

**A child being treated at a hospital had a feeding tube inserted without anyone explaining the procedure to his Spanish-speaking mother or obtaining her consent. When the child was sent home with an oxygen tank, no one explained to his mother how to operate it.**

**“When it comes to interpreters, health care executives want to make sure they hire talented people who can provide high-quality language services.”**

*— Marsha Regenstein, Ph.D.  
George Washington University*



**To learn more about the CCHI’s Certification Process, Test Content Blueprint and Validity Information, Interpreter Registry, CCHI-accredited Continuing Education courses, and to apply for testing, please visit our website and join our mailing list to receive the latest information and news.**

**[www.CCHICertification.org](http://www.CCHICertification.org)**



## CCHI'S CREDENTIALS CAN HELP YOU IN YOUR CAREER

The Certification Commission for Healthcare Interpreters (CCHI) operates a national certification program for healthcare interpreters. CCHI currently offers two certifications – the Core Certification Healthcare Interpreter™ (CoreCHI™) and the Certified Healthcare Interpreter™ (CHI™).

CCHI serves the needs of bilingual, spoken-language healthcare interpreters committed to demonstrating their professional knowledge, skills and abilities by becoming certified based on national standards. At the same time, CCHI serves many stakeholders (healthcare providers and insurers, language agencies, training providers, government agencies, patients) who need a qualified, certified and competency-based population of healthcare interpreters to ensure effective communication between healthcare providers and insurers and their patients to ensure access to high-quality healthcare.

The CCHI's certification program has been developed following the standards of the National Commission for Certifying Agencies (NCCA). In June 2012, NCCA accredited the CHI™-Spanish certification, and in June 2014 – the CoreCHI™ certification.

*CCHI's goals, objectives and approach have earned the support of the American Hospital Association, American Translators Association, Multicultural Association of Medical Interpreters, National Council on Interpenetrating in Health Care, and many more.*

For an up-to-date list of supporters see CCHI's website at:

[www.CCHlcertification.org](http://www.CCHlcertification.org)

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### CoreCHI™

The Core Certification Healthcare Interpreter™ (CoreCHI™) credential is the entry point into professional certification for healthcare interpreters regardless of the language(s) in which they interpret. The CoreCHI™ certification measures the interpreter's core professional knowledge, including such vital healthcare concepts as safety protocols, universal precautions, and HIPAA. The CoreCHI™ examination also assesses the interpreter's critical thinking and ethical decision-making skills needed to perform their duties in any healthcare setting.

CCHI's CoreCHI™ examination is a computer-based, 100-question, multiple-choice examination in English that covers the basics of healthcare interpreting and focuses on the following categories of knowledge:

- Managing an Interpreting Encounter
- Healthcare Terminology
- Interacting with Other Healthcare Professionals
- Preparing for an Interpreting Encounter
- Cultural Responsiveness

### CHI™

The Certified Healthcare Interpreter™ (CHI™) certification is a language-specific assessment of the interpreter's performance skills.

Currently, the CHI™ examination is available in Arabic, Mandarin and Spanish. It is administered only during certain testing "windows" each quarter.

CCHI's CHI™ examination is an oral performance exam that includes a number of vignettes testing consecutive and simultaneous interpreting plus sight translation and translation skills in a specific language, and focuses on the following categories of knowledge, skills and abilities:

- Performing Healthcare Interpreting
- Sight Translation / Translation of Healthcare Documents

[www.CCHlcertification.org](http://www.CCHlcertification.org)