

# UPMC Pinnacle Hospitals

## The Cross Cultural Health Care Program

### Bridging the Gap

## Medical Interpreter Training

Tina Nixon, Vice President, Mission Effectiveness and Chief Diversity Officer • 409 South 2<sup>nd</sup> Street, Harrisburg



Bridging the Gap Medical Interpreter Training program is a nationally acclaimed program offered under license at UPMC Pinnacle Hospitals. This 40-hour professional development program is designed to prepare bilingual individuals to work as medical interpreters. We train on the tools needed. Novice and experienced medical interpreters are welcomed!

#### The curriculum outline includes:

- Anatomy and Physiology
- Code of Ethics
- Culture and its impact on Interpreting
- Interpreting Skills
- Medical Terminology
- Memory Development
- Navigating the United States Healthcare System
- Patient Advocacy
- Professional Development
- Roles of the Interpreter
- Role-play exercises in both English and Target Languages
- Standards of Practice, etc...

#### Registration Requirements and Cost:

- ❖ The cost of this course is \$575 which includes 40 hours of interactive training, Bridging the Gap Textbook, Target Language Medical Glossary, Course Materials and Certificate of Completion from Bridging the Gap upon successful completion of training.
- ❖ Language Proficiency Assessment is required. Assessment will be conducted by Alta Language Services at the cost of \$65.00. Applicant must pass the Language Proficiency Assessment in order to be enrolled in the course. Once the registration form is received along with the non-refundable \$65.00, the Language Proficiency Assessment will be scheduled around the applicant's availability. Please know you cannot be enrolled in the course until the assessment is completed.
- ❖ For ASL Interpreters: ASL Interpreters are exempt from the oral Language Fluency testing. However, ASL interpreters must provide their RID Certification as proof of fluency.

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### Enrollment Process and Requirements:

- ❖ Applicant must be 18 years of age or older and must have pre or post-secondary education.
- ❖ Applicants must submit completed application along with a non-refundable \$65 fee for the Language Proficiency Assessment at least four weeks prior to the start of the course. To receive an application, please email **Elisabeth Pérez** at [elperez@pinnaclehealth.org](mailto:elperez@pinnaclehealth.org) and **Irene Simpson** at [isimpson@pinnaclehealth.org](mailto:isimpson@pinnaclehealth.org).
- ❖ Once application and fee are received, we will provide you with information regarding the Language Proficiency Assessment that will be administered by Alta Language Solutions.
- ❖ Alta Language Services will determine participant's fluency and comprehension in a target language. Applicants must score a minimum of 10 on a 12 point scale on the LPA in order to be accepted into the program.
- ❖ American Sign Language (ASL) Interpreters are exempt from the oral examination but must submit a copy of their RID certification at the time of registration as proof of fluency along with non-refundable application fee of \$150.
- ❖ Results will be given via, email, letter, or by phone.
- ❖ Upon receiving the passing score, you must confirm your attendance by submitting a non-refundable application fee of \$150.
- ❖ The remaining balance of \$425 must be paid one week prior to the start of class. No payment will be received once the course has begun.
- ❖ Applicant must attend **ALL** of the classes and score 70% or higher on the final exam to receive certificate of completion. No exceptions.
- ❖ If applicant cannot attend the course and would like to change to another date, please notify us a week prior to the start date.

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### Payment/Cancellation:

- ❖ Cash, checks, money orders, credit cards, and Visa debit payments are accepted. For check or money orders, please make it out to UPMC Pinnacle and mail to the attention of: Elisabeth Pérez, UPMC Pinnacle, Customer Relations Department, 111 South Front Street, Harrisburg, PA, 17101. Please add your name to the subject line of the check or money order. To make a cash or credit card payment, please email **Elisabeth Pérez** at [elperez@pinnaclehealth.org](mailto:elperez@pinnaclehealth.org) or **Irene Simpson** at [isimpson@pinnaclehealth.org](mailto:isimpson@pinnaclehealth.org) on process.
- ❖ Enrollment will not be finalized until the tuition is paid in full. **No payment will be received once the course has begun.** If you cancel your enrollment, all fees can be credited to the next scheduled course. Cancellations are accepted up to 5 business days prior to course start date for a tuition credit. **No refunds will be given on no shows.** If you cancel and decide not to attend the course, refund will be given minus the non-refundable application fee of \$150 as long as it is received one week prior to the start of the course.
- ❖ No credit will be given if the participant attends any portion of the training and then discontinues, including no-shows. **No exceptions.**
- ❖ Organizations paying for multiple employees may pay by credit card or by check. Please make checks payable to: UPMC Pinnacle and send to: UPMC Pinnacle, Customer Relations Department, 111 South Front Street, Harrisburg, PA 17101. Please add the name(s) of the participant(s) on the memo portion of the check. Questions can be directed to **Elisabeth Pérez** at [elperez@pinnaclehealth.org](mailto:elperez@pinnaclehealth.org) or by calling **717-782-5522**.

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### OTHER COURSE INFORMATION:

- ❖ The UPMC Pinnacle Bridging the Gap Course is limited to 15 participants per class with a minimum of 6 participants is needed to conduct the course. Applications are accepted once the tuition is paid in full. Certificates of Completion will be awarded to participants who score 70% or higher on the final exam by the Cross Cultural Health Care Program and UPMC Pinnacle.
- ❖ All correspondence with applicants will be conducted primarily via e-mail or by phone if indicated. It is the responsibility of participant to ensure information is received. Receipt of payment will be sent via e-mail or mail, if indicated. It is up to the applicants to contact UPMC Pinnacle if they have not heard or received any information by emailing **Elisabeth Pérez** at [elperez@pinnaclehealth.org](mailto:elperez@pinnaclehealth.org) or by calling **717-782-5522**.
- ❖ Course will be conducted at one of UPMC Pinnacle Facilities.
- ❖ This course is open to all languages and course will be conducted in English.
- ❖ The Bridging the Gap 40 hour basic training course is a pre-requisite needed to sit for the National Certification exam. For more information regarding the national exam please visit <http://www.chicertification.org> or <http://www.certifiedmedicalinterpreters.org>.
- ❖ Questions regarding the program please call **Elisabeth Perez**, at **717-782-5522** or via email [elperez@pinnaclehealth.org](mailto:elperez@pinnaclehealth.org).