



ESKENAZI
HEALTH

Bridging the Gap: Medical Interpreter Training

PART OF THE CROSS CULTURAL HEALTH CARE PROGRAM

ATTENTION: This course provides training on medical interpretation skills but does not authorize individuals to serve as medical interpreters at Eskenazi Health. After completion of this course, individuals interested in becoming medical interpreters at Eskenazi Health must apply online at www.EskenaziHealth.edu/careers.

2019 SESSION DATES

April 12, 13, 14, 19, 20, 21, 26, 27

COURSE DESCRIPTION

Bridging the Gap is a 64-hour professional development course from The Cross Cultural Health Care Program that trains bilingual individuals to help facilitate language interpretation in a health care environment. It covers:

- Basic skills: interpreter roles, managing encounters, code of ethics, modes of interpreting and memory development
- Information on health care: introduction to the health care system, anatomy and basic medical procedures and terminology
- Culture: self-awareness, basic characteristics of specific cultures, traditional health care in specific communities and culture brokering
- Communication: advocacy, listening skills and communication styles
- Professional development: professional conduct, self-care and resources for professional growth
- Mental health: concepts, health disparities, challenges and problem-solving techniques and safety in a mental health setting

Each course is taught in English and consists of 64 hours of training. The course schedule can contain both weekdays and weekends, so please check the schedule before signing up.

PRE-ENROLLMENT INFORMATION AND REQUIREMENTS

- All registration forms are accepted on a first-come, first-served basis.
- Upon receipt of the registration form and the \$750 payment, a seat will be reserved. Fees are waived for Eskenazi Health and Health & Hospital Corporation of Marion County employees. If the participant cancels the reservation, \$100 of the registration fee cannot be refunded.
- All course participants must successfully complete a language proficiency assessment two weeks prior to the start date of the course.

REGISTRATION ENROLLMENT PROCEDURE

- After receipt of the registration form and payment of \$750, the participant will receive an email message to schedule the language proficiency assessment.
- The language proficiency assessment is online and takes approximately 30-90 minutes to complete.
- The participant will be evaluated on proficiency in bilingual language skills, with one of the languages being English. More instructions will be provided once the registration payment is received.
- It will take five to seven business days to receive the results. An email with the results and next steps will be sent to the participant.
- If the language proficiency assessment is successfully completed, the participant will receive a confirmation as well as information on locations where the class will take place.
- If the participant does not pass the language proficiency assessment, he or she must wait six months to retest. The participant must contact Eskenazi Health Multicultural Affairs at 317.880.5000 to reschedule the test and pay a fee of \$100.

- To confirm receipt of your registration, please send an email to bridgingthegap@eskenazihealth.edu and include copies of your registration form and your payment receipt. If you have questions, please call Eskenazi Health Multicultural Affairs at 317.880.5000.

COURSE COMPLETION

- Attendance of all 64 hours is mandatory to successfully complete the training program.
- A final exam is given on the last day and requires a minimum passing score of 70 percent to complete the program. The final exam will be administered in English.
- The course is limited to a maximum of 25 candidates per class.
- A certificate of completion will be provided to participants from The Cross Cultural Health Care Program after course exams and proficiency results are verified.
- Replacement certificates can be obtained directly through The Cross Cultural Health Care Program by visiting xculture.org.
- If you have additional questions, please contact Eskenazi Health Multicultural Affairs at 317.880.5000.

TUITION AND PAYMENT

This course is free to employees of Eskenazi Health and the Health and Hospital Corporation of Marion County. The cost of the course for all other individuals is \$750, which includes a non-refundable fee of \$100 for the language proficiency assessment. **Fees can be paid by cash, check or money order. Credit/debit cards are not accepted.**

Payments must be made at the Cashier's Office on the Eskenazi Health downtown campus, 720 Eskenazi Ave. in Indianapolis. Participants should enter the building from the parking garage and look for the Cashier's Office, which is located on the first floor of the Sandra Eskenazi Outpatient Care Center.

CANCELLATION/REFUND

If a participant cancels enrollment for a Bridging the Gap course 10 business days or more prior to the start of an enrolled session, \$650 will be refunded. Failure to notify Eskenazi Health Multicultural Affairs of a cancellation at least 10 business days prior to the start of the course will result in no refund.

To receive the \$650 refund, participants must submit a written request to Eskenazi Health Multicultural Affairs at bridgingthegap@eskenazihealth.edu.

TRAINING LOCATION

Eskenazi Health
720 Eskenazi Ave.
Indianapolis, IN 46202

Room location to be announced

For more information, please contact Eskenazi Health Multicultural Affairs.

Email: bridgingthegap@eskenazihealth.edu

Phone: 317.880.5000

Fax: 317.880.0538

Please retain this information for your records. Please read and sign the registration form and course agreement.

BRIDGING THE GAP MEDICAL INTERPRETER TRAINING

2019 Registration Form

Please complete one form per participant, making sure all of the course dates work for your schedule. You may register via email by sending this completed form as an attachment to bridgingthegap@eskenazihealth.edu. **Registration fees must be paid with cash, check or money order at the Cashier's Office on the Eskenazi Health downtown campus. Credit/debit cards are not accepted.**

Course Dates:

____ April 12, 13, 14, 19, 20, 21, 26, 27

PARTICIPANT INFORMATION (ALL FIELDS MUST BE COMPLETED)

First and Last Name: _____

Home Address: _____

City/State/Zip Code: _____

Home Phone: _____

Cell Phone: _____

Email: _____

Primary Language: _____ Secondary Language: _____

Previously Taken Language Proficiency Assessment: Yes _____ No _____

INFORMATION FOR ESKENAZI HEALTH EMPLOYEES ONLY

Please complete the following:

Job Title: _____

Department Name: _____

Notice to supervisors: This course is a prerequisite for bilingual individuals who desire to apply for interpreter positions at Eskenazi Health. Completion of this course DOES NOT authorize bilingual staff to perform medical interpretations. The course is offered free of charge to Eskenazi Health employees. Multicultural Affairs is not responsible for the cost of the employee's time while taking this course. If you have questions, please contact Multicultural Affairs at 317.880.5000.

Supervisor's Name (printed): _____

Supervisor's Signature: _____

Please call Eskenazi Health Multicultural Affairs at 317.880.5000 or email bridgingthegap@eskenazihealth.edu to confirm receipt of your registration.

BRIDGING THE GAP MEDICAL INTERPRETER TRAINING

Course Agreement

As a Bridging the Gap participant, I have read and agree to the following:

1. Bridging the Gap is medical interpreter training presented by The Cross Cultural Health Care Program, which is a nonprofit organization with a mission to advance access to quality health care that is culturally and linguistically appropriate. As a course participant, I am expected to be proficient in at least two languages, one being English.
2. An assessment is required prior to the course to ensure language proficiency in English and at least one other language. There is a \$100 non-refundable fee for the assessment.
3. I understand that I must attend and complete all eight scheduled course sessions from 9 a.m. - 5 p.m. to receive a certificate of completion.
4. I understand a final exam score of 70 percent or higher is required to successfully complete the course. If I do not pass, I will be allowed one make-up exam at no additional cost within 45 days.
5. If a final score of 70 percent or higher is not achieved the second time, I will not be eligible to retake Bridging the Gap for six months.
6. I understand Eskenazi Health Multicultural Affairs reserves the right to cancel or reschedule any course at any time. If a course is cancelled, all fees will be refunded, except the \$100 language assessment fee.
7. I understand The Cross Cultural Health Care Program will produce my certificate of completion. Any requests for replacements, corrections or duplications must be submitted directly to The Cross Cultural Health Care Program.
8. For current staff members: I understand that completion of the Bridging the Gap course does not authorize me to interpret at Eskenazi Health. To become an interpreter at Eskenazi Health, I must complete an interpreter assessment offered by Multicultural Affairs.

Signature: _____

Date: _____

Printed Name: _____