

CCHCP Bridging the Gap Medical Interpreter Training Registration Information: 40 credit hours

Program developed by: CCHCP-Cross Cultural Health Care Program, Seattle, WA

Bridging the Gap (BTG): A Basic Training for Medical Interpreters

The BTG course is a 40-hour professional development program that trains bilingual individuals to facilitate a medical encounter in the healthcare environment.

The course covers:

- **Basic interpreter skills:** roles, ethics, conduit and clarifier interpreting, and managing the flow of the session.
- **Information on health care:** introduction to the health care system, anatomy, and basic medical procedures.
- **Culture in interpreting:** self-awareness, basic characteristics of specific cultures, traditional health care in specific communities, and culture brokering.
- **Communication skills for advocacy:** listening skills, communication styles, how doctors think, and appropriate advocacy.
- **Professional development:** effective communication, professional conduct, self-care, and resources for professional growth.

Bridging the Gap Registration Pre-enrollment Information and Requirements:

1. All registration forms are accepted on a first come, first serve basis and must be received no later than 21 days before the start of the course for which you wish to enroll.
2. Upon receipt of registration form and the \$500.00 payment, we will reserve the applicant a seat in a scheduled course of their choice.
3. **All course participants must successfully complete a language proficiency assessment 14 days prior to the start date of the BTG course.**

Bridging the Gap Registration Enrollment Procedure:

1. After receipt of registration forms and payment of \$500.00 an over the phone language proficiency assessment (LPA) will be scheduled at a time convenient for the course participant. The participant will receive a phone call and or email to schedule the LPA. LPA's occur in the RUAH office during normal business hours. The LPA takes approximately 60-90 minutes. The participant will be evaluated on comprehension, pronunciation, and healthcare context terms in both languages.
2. It is an additional 5-7 business days before the results are received. An email with results and next steps will be sent to the participant at that time.
3. Should the participant need to reschedule the LPA within 24 hours of taking the assessment, a \$30 reschedule fee will apply and must be paid at the time of the rescheduled assessment.
4. If the participant does not pass the LPA, the participant must wait 6 months to re-test. To register, the participant will need to contact the RUAH office. The re-test fee is \$125.00.

Tuition: \$500.00-Includes a non-refundable fee of **\$125.00** for language proficiency assessment and processing. **NO CASH will be accepted.** All fees must be paid by Check, Money Order, or with a Major Credit Card.

1. **It is highly encouraged to register online through Eventbrite.** Should you choose to pay by using a credit card, please visit <http://2018btgtraining.eventbrite.com> .

2. If paying with a Check/Money Order, **2 separate checks** will need to be submitted.
 - 1 check in the amount of \$125 to cover the Language Proficiency Assessment (LPA) and another check in the amount of \$375 to cover the remaining balance of the BTG course.

Cancellation/Refund Information:

-Should you cancel your enrollment for a BTG course 10 business days or more prior to the start of an enrolled session, all fees up to **\$375.00** can be refunded, or the applicant will receive a credit for enrollment into a future BTG session. **Failure to notify the RUAH office of cancellation at least 10 business days prior to the start of the course will result in NO REFUND.**

-If you wish to receive a refund of all paid fees up to **\$375.00**, you must submit a written request to RUAH for the refund. If your payment was in the form of a Major Credit Card, please allow 5-7 business days for processing. If your payment was in the form of a Check or Money Order, please allow 4-5 weeks for processing.

Please note:

All courses are a total of 40 hours of training and are taught in English.

Courses are divided into two week time frames from 9 am to 5 pm each day.

Courses are three days the 1st week and two days the 2nd week.

Attendance of all 40 hours is required to successfully complete the training program.

A final exam is given on the last day and requires a minimum passing score of 70% to complete the program. Final exam is administered in English.

The course is limited to a maximum of 20 candidates per class.

A certificate of completion will be provided from CCHCP to participants after course tests and proficiency results are verified by each course Instructor.

All replacement certificates will incur a \$10 processing fee. Payments must be in the form of a Check or Money Order made payable to St. Vincent Health.

If you have additional questions, feel free to contact the RUAH office at 317-338-8670.

Training Location:

**St. Vincent Health
8424 Naab Road, Building 1, Suite 1A
Indianapolis, IN 46260**

For more information contact: RUAH by email: btg@stvincent.org phone: 317-338-8670

Fax: 317-338-8671

Please retain these two pages of information for your records. Please read and sign course agreement form.



BTG Medical Interpreter Training 2018 REGISTRATION FORM-40 Credit Hours

Please type or print, and complete one form per participant.

Training schedule: Please mark your course preferences. Mark first choice as #1 and second choice as #2.

Course Dates: 9:00 am-5:00 pm all course days

____ **March 2, 3, 4 & March 10, 11**

____ **July 20, 21, 22, 28, 29**

____ **September 14, 15, 16, 22, 23**

____ **November 9, 10, 11, 17, 18**

****New 64 hour BTG course with expanded curriculum in:**

- Telephonic and Video Remote Interpreting
- The Culture of Biomedicine
- U.S. Health Disparities and U.S. Health Disparities within LGBTQIA communities
- New content on Mental Health

AND MUCH MORE!

***Please make sure the dates work for your schedule!**

For more information about the 64 hour course offerings, course schedule, or fees please contact us at btg@stvincent.org or by phone at 317-338-8670.

Make payment by check, or money order. Checks and money orders should be made payable to **St. Vincent Health. No Cash** will be accepted. It is highly encouraged to register online through Eventbrite. <http://2018btgtraining.eventbrite.com>

Participant information: (all of the following information MUST be completed)

Name _____ Email _____

Home Address _____

City/State/Zip _____

Home phone _____ Cell phone _____ Email _____

Primary Language _____ Second Language _____

Previously taken LPA _____ Yes _____ No

How did you hear about us? _____

BTG Medical Interpreter Training
COURSE AGREEMENT- 40 Credit Hours

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

1. Bridging the Gap is a CCHCP Medical Interpreter training program, not a language course. I as a course participant am expected to be proficient in at least two languages, one being English.
2. An over the phone language proficiency assessment is required prior to the course to ensure language proficiency in two languages one of them being English.
3. I as a BTG participant must attend and complete all five scheduled course sessions from 9a-5p.
4. I understand a final exam score of 70% or higher is required to successfully complete the course.
5. I understand St. Vincent Health/RUAH reserves the right to cancel any scheduled course at any time. In the event a course is cancelled all fees except \$125.00 will be refunded or credited to another scheduled course of my choosing.
6. I understand that CCHCP will be producing my certificate of completion but any requests for replacements/corrections and duplications must be submitted directly to St. Vincent.
7. I authorize the St. Vincent Health, acting on behalf of CCHCP to verify course completion to inquiries made by institutions, program, and employers: Yes _____ No _____.

I have read and agree to the above:

Signed _____ Date: ____/____/____

Printed Name _____

Mail your completed registration form, signed course agreement, and payment to:

St. Vincent Health – RUAH
Bridging the Gap Program
8424 Naab Road, Building 1, Suite 1A
Indianapolis, Indiana 46260

Checklist:

- ✓ Completed registration form
- ✓ Signed course agreement
- ✓ Payment **NO CASH**, must pay through Eventbrite or by check/money order.

OFFICE USE ONLY

Registration form and \$500 payment	Completed Language Proficiency	Confirmation of BTG course	BTG Final Exam Score	Certificate of Completion Request forwarded to CCHCP