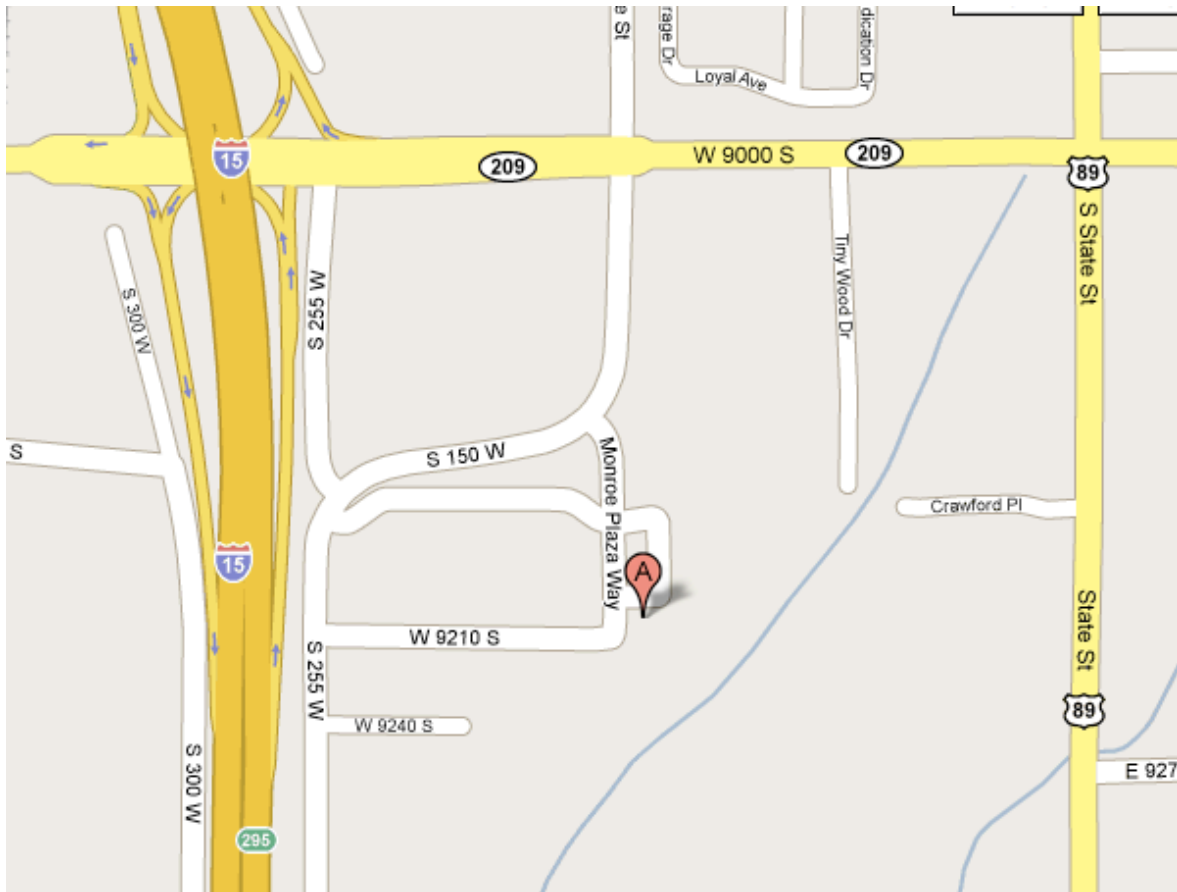


Interpreter Study Packet

This study packet should contain everything you need to successfully complete the InSync Interpreter Screening Quiz. Please review this packet and complete the vocabulary section at the rear of the packet*. When you are confident you have an understanding of all the material in this packet please come in Monday through Friday between 9:00 AM and 4:00 PM to take the quiz. The quiz should take you anywhere from 45 minutes to an hour and a half to complete.

Our office is located at:

9149 South Monroe Plaza Way (150 West)
Suite D
Sandy, UT 84070



What you should bring to take the quiz:

This packet with the vocabulary section filled out completely.
Your Drivers License or State Identification card
Social Security Card or Work Visa
Your Interpreter Application (unless you have already turned it in).

* In the vocabulary section you need to fill in the word in your language that corresponds to the english word on the vocabulary sheet, not definitions of the word.

Interpreter Code of Ethics

- | | |
|-----------------------|-----------------------------|
| 1. Accuracy | 6. Role Boundaries |
| 2. Confidentiality | 7. Professionalism |
| 3. Impartiality | 8. Professional Development |
| 4. Respect | 9. Advocacy |
| 5. Cultural Awareness | |

1. ACCURACY

OBJECTIVE:

To enable other parties to know precisely what each speaker has said.

Related ethical principle: Interpreters strive to render the message accurately, conveying the content and spirit of the original message, taking into consideration the cultural context.

1. The interpreter renders all messages accurately and completely, without adding, omitting, or substituting.

For example, an interpreter repeats all that is said, even if it seems redundant, irrelevant, or rude.

2. The interpreter replicates the register, style, and tone of the speaker.

For example, unless there is no equivalent in the patient's language, an interpreter does not substitute simpler explanations for medical terms a provider uses, but may ask the speaker to re-express themselves in language more easily understood by the other party.

3. The interpreter advises parties that everything said will be interpreted.

For example, an interpreter may explain the interpreting process to a provider by saying "everything you say will be repeated to the patient."

4. The interpreter manages the flow of communication.

For example, an interpreter may ask a speaker to pause or slow down.

5. The interpreter corrects errors in interpretation.

For example, an interpreter who has omitted an important word corrects the mistake as soon as possible.

6. The interpreter maintains transparency.

For example, when asking for clarification, an interpreter says to all parties, "I, the interpreter, did not understand, so I am going to ask for an explanation."

2. CONFIDENTIALITY

OBJECTIVE:

To honor the private and personal nature of the health care interaction and maintain trust among all parties.

Related ethical principle: Interpreters treat as confidential, within the treating team, all information learned in the performance of their professional duties, while observing relevant requirements regarding disclosure.

7. The interpreter maintains confidentiality and does not disclose information outside the treating team, except with the patient's consent or if required by law.

For example, an interpreter does not discuss a patient's case with family or community members without the patient's consent.

8. The interpreter protects written patient information in his or her possession.

For example, an interpreter does not leave notes on an interpreting session in public view.

3. IMPARTIALITY

OBJECTIVE:

To eliminate the effect of interpreter bias or preference.

Related ethical principle: Interpreters strive to maintain impartiality and refrain from counseling, advising, or projecting personal biases or beliefs.

9. The interpreter does not allow personal judgments or cultural values to influence objectivity.

For example, an interpreter does not reveal personal feelings through words, tone of voice, or body language.

10. The interpreter discloses potential conflicts of interest, withdrawing from assignments if necessary.

For example, an interpreter avoids interpreting for a family member or close friend.

4. RESPECT

OBJECTIVE:

To acknowledge the inherent dignity of all parties in the interpreted encounter.

Related ethical principle: Interpreters treat all parties with respect.

11. The interpreter uses professional, culturally appropriate ways of showing respect.

For example, in greetings, an interpreter uses appropriate titles for both patient and provider.

12. The interpreter promotes direct communication among all parties in the encounter.

For example, an interpreter may tell the patient and provider to address each other, rather than the interpreter.

13. The interpreter promotes patient autonomy.

For example, an interpreter directs a patient who asks him or her for a ride home to appropriate resources within the institution.

5. CULTURAL AWARENESS

OBJECTIVE:

To facilitate communication across cultural differences.

Related ethical principle: Interpreters strive to develop awareness of the cultures encountered in the performance of interpreting duties.

14. The interpreter strives to understand the cultures associated with the languages he or she interprets, including biomedical culture.

For example, an interpreter learns about the traditional remedies some patients may use

15. The interpreter alerts all parties to any significant cultural misunderstanding that arises.

For example, if a provider asks a patient who is fasting for religious reasons to take an oral medication, an interpreter may call attention to the potential conflict

6. ROLE BOUNDARIES

OBJECTIVE:

To clarify the scope and limits of the interpreting role, in order to avoid conflicts of interest.

Related ethical principle: The interpreter maintains the boundaries of the professional role, refraining from personal involvement.

16. The interpreter limits personal involvement with all parties during the interpreting assignment.

For example, an interpreter does not share or elicit overly personal information in conversations with a patient.

17. The interpreter limits his or her professional activity to interpreting within an encounter.

For example, an interpreter never advises a patient on health care questions, but redirects the patient to ask the provider.

18. The interpreter with an additional role adheres to all interpreting standards of practice while interpreting.

For example, an interpreter who is also a nurse does not confer with another provider in the patient's presence, without reporting what is said.

7. PROFESSIONALISM

OBJECTIVE:

To uphold the public's trust in the interpreting profession.

Related ethical principle: Interpreters at all times act in a professional and ethical manner.

19. The interpreter is honest and ethical in all business practices.

For example, an interpreter accurately represents his or her credentials.

20. The interpreter is prepared for all assignments.

For example, an interpreter asks about the nature of the assignment and reviews relevant terminology.

21. The interpreter discloses skill limitations with respect to particular assignments.

For example, an interpreter who is unfamiliar with a highly technical medical term asks for an explanation before continuing to interpret.

22. The interpreter avoids sight translation, especially of complex or critical documents, if he or she lacks sight translation skills.

For example, when asked to sight translate a surgery consent form, an interpreter instead asks the provider to explain its content and then interprets the explanation.

23. The interpreter is accountable for professional performance.

For example, an interpreter does not blame others for his or her interpreting errors.

24. The interpreter advocates for working conditions that support quality interpreting.

For example, an interpreter on a lengthy assignment indicates when fatigue might compromise interpreting accuracy.

25. The interpreter shows respect for professionals with whom he or she works.

For example, an interpreter does not spread rumors that would discredit another interpreter.

26. The interpreter acts in a manner befitting the dignity of the profession and appropriate to the setting.

For example, an interpreter dresses appropriately and arrives on time for appointments.

8. PROFESSIONAL DEVELOPMENT

OBJECTIVE:

To attain the highest possible level of competence and service.

Related ethical principle: Interpreters strive to further their knowledge and skills, through independent study, continuing education, and actual interpreting practice.

27. The interpreter continues to develop language and cultural knowledge and interpreting skills.

For example, an interpreter stays up to date on changes in medical terminology or regional slang.

28. The interpreter seeks feedback to improve his or her performance.

For example, an interpreter consults with colleagues about a challenging assignment.

29. The interpreter supports the professional development of fellow interpreters.

For example, an experienced interpreter mentors novice interpreters.

30. The interpreter participates in organizations and activities that contribute to the development of the profession.

For example, an interpreter attends professional workshops and conferences.

9. ADVOCACY

OBJECTIVE:

To prevent harm to parties that the interpreter serves.

Related ethical principle: When the patient's health, well-being or dignity is at risk, an interpreter may be justified in acting as an advocate.

31. The interpreter may speak out to protect an individual from serious harm.

For example, an interpreter may intervene on behalf of a patient with a life-threatening allergy, if the condition has been overlooked.

32. The interpreter may advocate on behalf of a party or group to correct mistreatment or abuse.

For example, an interpreter may alert his or her supervisor to patterns of disrespect towards patients.

For more information on the interpreter Code of Ethics visit : <http://tinyurl.com/o5tvrw>

Interpreting Items

Cultural Competence - refers to an ability to interact effectively with people of different cultures. Cultural competence comprises four components: (a) Awareness of one's own cultural worldview, (b) Attitude towards cultural differences, (c) Knowledge of different cultural practices and world views, and (d) cross-cultural skills. Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures.

Always turn off your cell phone or turn off the ringer while in an interpretation session.

You should arrive 10 minutes early to every appointment. That will give you time to check in and find your patient.

If you are ever going to be late for any reason you need to contact the call center at 838-8100, **do not contact the facility directly.**

Four things you should bring to every interpreting session are:

1. Pen
2. Work Order
3. Translation Dictionary
4. Note Paper

Patient Confidentiality -

Definition

Confidentiality is the right of an individual to have personal, identifiable medical information kept private. Such information should be available only to the physician of record and other health care and insurance personnel as necessary. As of 2003, patient confidentiality was protected by federal statute.

Purpose

The passage of federal regulations (the Health Insurance Portability and Accountability Act of 1996) was prompted by the need to ensure privacy and protection of personal records and data in an environment of electronic medical records and third-party insurance payers.

Description

Patient confidentiality means that personal and medical information given to a health care provider will not be disclosed to others unless the individual has given specific permission for such release.

Some thing you can do to improve your interpreting skills:

1. Practice Medical Vocabulary
2. Review and understand Interpreter Code of Ethics
3. Improve Cultural Awareness
4. Read books about interpreting for tips you can use while interpreting.

Ad Hoc Interpreter:

An Ad Hoc Interpreter is an individual that has not received any training in the area of interpreting. Ad Hoc interpreters are typically bilingual hospital staff and family members.

Professional Interpreter:

A professional interpreter is an individual that has received training in the area of interpreting. Professional interpreters are proficient in both languages, understand patient confidentiality and both understand and observe the Interpreter's Code of ethics and Standards of Practice.

Site Translation:

Site translation is the act of reading something in one language and expressing it verbally in another language, for instance reading prescription bottle's instructions in English and verbally telling someone what the instructions are in a language they understand.

Roles of the interpreter:

Message converter: The interpreter listens to both speakers, observes body language and converts the meaning of all messages from one language to another without unnecessary additions, deletions or changes in meaning

Message Clarifier: The interpreter is on the alert for words, phrases or concepts that may lead to a misunderstanding. When the interpreter senses that clarification is needed by any party including themselves they should do the following:

- a. interrupt the communication process with a word, comment or gesture to the party currently speaking.
- b. alert the parties that they have noticed a sign of confusion from one or more of the parties.
- c. ask the party from which the confusion came to clarify that point or describe it in a simpler way.
- d. Find ways to explain a subject or concept in a way that makes sense to all parties.

Cultural Clarifier: Concepts and words sometimes exist in one language but not another. It is the job of the interpreter to express those ideas or concepts in a way that makes sense to both parties.

For further information please download and read some of the following documents:

Guide to Interpreter Positioning in Health Care Settings - <http://tinyurl.com/q8k9e7>

The Terminology of Health Care Interpreters: A Glossary of Terms - <http://tinyurl.com/pjfubg>

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InSync Extended Vocabulary List

abdomen	_____	bowel movement	_____
abnormal	_____	brace	_____
abnormal stools	_____	brain	_____
abortion-spontaneous	_____	brain scan	_____
abortion-therapeutic	_____	brain stem	_____
abruptio placentae	_____	brain stroke	_____
abscess	_____	breast	_____
absent periods	_____	breast milk	_____
acetaminophen	_____	breastbone	_____
acute	_____	breech presentation	_____
adrenal gland	_____	bronchitis	_____
after pains	_____	bruise	_____
Agpar test	_____	burn	_____
AIDS	_____	burning sensation	_____
airborne disease	_____	bypass	_____
airborne precautions	_____	cancer	_____
airways	_____	carbon dioxide	_____
albumin	_____	carcinoma	_____
albuterol	_____	cardiac arrest	_____
allergy	_____	cardiopulmonary	_____
alopecia	_____	cast	_____
alveoli	_____	CAT scan	_____
amniocentesis	_____	catheter	_____
antibody	_____	central nervous system	_____
anticoagulant	_____	cerebral cortex	_____
anticonvulsant	_____	cerebral palsy	_____
antidepressant	_____	cervix	_____
aortic valve	_____	chills	_____
appendix	_____	chromosome	_____
armpit	_____	cardiovascular	_____
artery	_____	coma	_____
asphyxia	_____	communicable disease	_____
asthma	_____	complain	_____
back	_____	concussion	_____
basal body temperature	_____	conjunctivitis	_____
bed-sore	_____	constipation	_____
bipolar disorder	_____	contusion	_____
birth control	_____	coronary	_____
birth control implant	_____	deaf	_____
birth control method	_____	decay	_____
bladder	_____	deciduous teeth	_____
bleeding	_____	deliver (a baby)	_____
blind	_____	delivery room	_____
blister	_____	denture	_____
blood clot	_____	depressed	_____
blood pressure	_____	detoxification	_____
blood sugar	_____	diabetes	_____
blood sugar/glucose meter	_____	diabetes education	_____
blood test	_____	diabetes mellitus	_____
blood transfusion	_____	diastolic	_____
blood transmission	_____	digestive tract	_____
blood work	_____	dilatation of the cervix	_____
boil	_____	discharge (fluid)	_____
booster shot	_____		_____

InSync Extended Vocabulary List

discharge (to release from the hospital)	gallbladder	_____
discomfort	gallstones	_____
dislocation	ganglion	_____
dizziness	glucose	_____
dosage	groin	_____
dose	hay fever	_____
drainage	headache	_____
drip	hearing loss	_____
drool	hearing-aid	_____
drown	heart attack	_____
drowsiness	heart murmur	_____
dry cough	hip	_____
due date	fast	_____
duodenal ulcer	infection	_____
duodenum	intravenous	_____
ear (external)	irregular lento	_____
ear (internal)	heartburn	_____
ear canal	heatstroke	_____
ear drops	heaviness	_____
ear infection	hematology	_____
ear plugs	hemoglobin	_____
earache	high blood pressure	_____
eardrum	hoarseness	_____
ectopic pregnancy	hot flashes	_____
embolism	human immunodeficiency virus (HIV)	_____
emergency room (ER)	human papilloma virus (HPV)	_____
enclosed space	hypertension	_____
epidural	hypoglycemia	_____
epilepsy	hypotension	_____
epileptic attack	hysterectomy	_____
esophagus	implant	_____
exacerbation	indigestion	_____
eyeball	inflammation	_____
fallopian tube	inner ear	_____
febrile	insulin	_____
feel like crying	intensive care	_____
feel on edge	intrauterine device (I.U.D.)	_____
feel weighed down	intravenous (IV)	_____
fetal distress	intravenous feeding	_____
fetal monitoring	itching	_____
fever	joint	_____
fever blisters	kidney	_____
fibrillation	kidney failure	_____
fibroid	kidney stones	_____
fontanel	knee	_____
foot	labor pains	_____
forceps	laceration	_____
forearm	large intestines	_____
forehead	leukemia	_____
frequent urination	ligament	_____
full-term infant	liver	_____
full-term pregnancy	locked jaw	_____
fungus		_____

InSync Extended Vocabulary List

locked knee	_____	sharp	_____
lozenges	_____	unbearable	_____
lump	_____	painful	_____
lumpectomy	_____	panic attacks	_____
lung	_____	pap smear	_____
lymphoma	_____	patient	_____
mammogram	_____	peak flow	_____
maniac-depressive psycho-	_____	peak flow meter	_____
sis	_____	pelvic	_____
mastectomy	_____	pneumonia	_____
measles	_____	poison control center	_____
meconium	_____	pollen	_____
medication	_____	post traumatic stress disor-	_____
menstrual cycle	_____	der	_____
menstrual flow	_____	postpartum depression	_____
menstrual pains	_____	postpartum depression	_____
menstrual problems	_____	pregnant	_____
midwife	_____	pre-labor	_____
migraine	_____	premature	_____
miscarriage	_____	preterm infant	_____
mood disorder	_____	preterm labor	_____
mood swings	_____	progesterone	_____
morning sickness	_____	prostate cancer	_____
mumps	_____	prostate gland	_____
murmur	_____	psychotic disorders	_____
nap	_____	pubic area	_____
nape	_____	pubic hair	_____
nasal cavity	_____	puffiness	_____
natural childbirth	_____	pulmonary care unit	_____
nausea	_____	pulmonary edema	_____
nearsighted	_____	pulmonary valve	_____
nebulizer	_____	pustule	_____
negative pressure room	_____	racing heart	_____
neonate	_____	radiological	_____
nosebleed	_____	rape	_____
nostril	_____	reactive airway disease	_____
numbness	_____	reagent	_____
obsessive-compulsive dis-	_____	recovery room	_____
order	_____	rectum	_____
obstetrician (OB)	_____	recurrent	_____
out of control	_____	red blood cell	_____
outbreak	_____	relapse	_____
ovaries	_____	relapsing fever	_____
ovarian cyst	_____	relief	_____
pacemaker	_____	remission	_____
pain:	_____	renal failure	_____
dull	_____	reproductive organs	_____
fulminant	_____	respiratory distress	_____
gripping	_____	restless sleep	_____
intense	_____	resuscitator	_____
irradiating	_____	rheumatism	_____
mild	_____	ribs	_____
persistent	_____	rib cage	_____
severe	_____	ringing in ears	_____

InSync Extended Vocabulary List

ringworm	_____	undescended testes	_____
rubella, german measles	_____	ureter	_____
rubeola, red or hard measles	_____	urethra	_____
rupture of bag of waters	_____	urinalysis	_____
scalp	_____	vaccination	_____
schizophrenia	_____	vagina	_____
sciatic nerve	_____	vaginal birth	_____
scoliosis	_____	vaginal bleeding	_____
secretion sedative	_____	vaginal discharge	_____
seminal vesicle	_____	vaginal douche	_____
senile dementia	_____	varicella, chickenpox	_____
septicemia	_____	varicose veins	_____
shortness of breath	_____	vas deferens	_____
shoulder	_____	vertigo	_____
side effect	_____	virus	_____
sign	_____	viral infection	_____
sinus	_____	vomiting	_____
sinusitis	_____	wart	_____
skin graft	_____	water-associated disease	_____
skull	_____	watery eyes	_____
sling	_____	weakness	_____
smallpox	_____	wheeze	_____
sore	_____	wheeze bronchitis	_____
specimen	_____	wheezing	_____
spinal column	_____	whooping cough	_____
spine spleen	_____	womb	_____
splint	_____	wound	_____
sputum	_____	wrist	_____
starvation	_____	xray	_____
stomach	_____	yeast infection	_____
surgery	_____	yellow fever	_____
tapeworm	_____	zygote	_____
taste buds	_____		
tear duct	_____		
temper tantrums	_____		
temple	_____		
throat	_____		
tibia	_____		
tight chest	_____		
tightness	_____		
tongue depressor	_____		
tonsillitis	_____		
tonsils	_____		
torn ligament	_____		
trauma	_____		
triggers	_____		
tubal ligation	_____		
tuberculosis (TB)	_____		
twitch	_____		
ulcer	_____		
ultrasound	_____		
umbilical cord	_____		
unbearable	_____		