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Bridging The Gap/BTG Course Frequently Asked Questions

1. **Will this course make me a certified medical interpreter?** Bridging the Gap is the most requested certificate for medical interpreters. Upon completion of this course, you may call yourself a trained, qualified medical interpreter.

Only interpreters who have passed a national certification exam can use the credentials of Certified Medical Interpreter (CMI) or Certified Healthcare Interpreter (CHI). The BTG course is the best course to prepare for the national certificate exam.

For more information on certification please visit the web sites for the Certification Commission for Healthcare Interpreters (CCHI) and the National Board of Certification for Medical Interpreters (NBCMI). *You will be an official certificate holder of whichever course you earned a certificate.*

2. **When will I receive the certificate?** Once you complete the course and pass the written final exam, your name & score will be sent to the Cross Cultural Health Care Program in Seattle, Washington. After 1-2 weeks we will receive your printed certificate. You may pick up this document at our office or we can mail it to you.

3. **What is the language proficiency test?** This is an online oral exam to assess the speaker's second language skill level. The test takes 30-60 minutes to complete and can be taken in our office between 10 and 4 on weekdays or on the weekend if necessary, with special arrangements. There is an extra fee of \$40, if weekend testing is required. We test the language in which you are least proficient in. Not everyone needs to take a LPT in order to take the BTG course. However, the CCHI/CMI exam requires proof of third party LPT for most applicants.
4. **Who is the instructor?** Carolina Weaver, RN, BSN, is the instructor. While we do not spend a lot of money on Google or collecting testimonials from students, most of our referrals are word of mouth. Ms. Weaver has been recognized as a superior instructor, easy to follow, who creates a comfortable learning environment and is extremely knowledgeable about all the subject matter from her vast experiences in the medical, behavioral health and interpreting fields. She garners over 30 years of medical and interpreting experience supporting her instruction, yet has a youthful and energetic style students enjoy. She also has 12 years dedicated experience in the behavioral health field, including psychiatric ICU experience, drug and alcohol rehabilitation; essential aspects, covered in the 64 hr course. She has managed an award winning interpreting agency for 17 years; with access to information few have.
5. **When do the classes meet?** 1WT has offered a variety of times to take these classes: we would like to hear your preferences. For now we are offering what has been listed as most popular: including weekends and generally with Sundays free. We can teach just for your group, too - a minimum of 9 students is required (we may add up to 3 students, if agreeable). The locations vary by demand.
6. **How many students are in each class? Explain about the online vs. onsite classroom and COVID precautions.** The minimum number is now 9 students onsite, also the maximum onsite allowed during the COVID-19 crisis. We can add students online to total 24. We will seat students 8 ft apart (360 degrees) and provide personal sanitizing equipment and other measures to prevent cross contamination, including taking of each students' temperature before entering the classroom daily.

Once we are clear from the COVID-19 crisis (this may be not be until the fall or end of 2020) we will be able to have up to 24 onsite. We currently are permitted to offer online classes until June 15 only. We will request this be extended throughout the year, but cannot guarantee it will be approved.

Online students will have separate chat rooms and be able to do the group practise exercises as the 9 on-site students will do, onsite. Online students need to take the 2 hour 64 hr final exam or 1.5 hr 40 hr course exam in a proctored environment; either onsite, or in an alternate site we arrange the final class day or we can arrange it on one of our alternate dates during the year before the certificate can be awarded.

7. **Is the class taught in English?** Yes, all the course content is taught in English.

8. **What is taught?**

The 40 hour covers the basics and goes quickly: Communication challenges, how the interpreter can best navigate in his/her role through the differing roles through the linguistic, cultural, and systemic obstacles and challenges properly, by utilizing the code of ethics for medical interpreters. We explore how to put these into everyday practice as logical standards of practice required and recognized to perform as a professional medical interpreter. The 12 body systems: anatomy, some physiology, common diseases, procedures and practitioners who specialize in these systems.

This is done through daily study, discussion and true-to-life exercises that employ theory into real-life practice. The BTG courses introduce a working foundation of medical terminology and industry terminology related to the field of linguistics, cultural competency, the healthcare industry and sociology studies.

Videos chosen by the instructor facilitate learning, in addition to the 445 page book for the 64 hr course and 333 page book for the 40 hr course. Both texts include excellent study guide summary tools and tips to aid in learning medical vocabulary, and the 12 body systems.

Professional interpreting concepts are also taught and practiced routinely in class; basic professional habits, practices and critical core skills like how to manage the flow of an interpretation session, culture, cultural "bumps" and cultural competency. There is critical information about navigating the industry challenges professionally.

The 64 hour course includes information about the Health Care disparities in the United States: it delves deeper into ethics, cultural competency and disparity issues for all peoples, especially for the LGBTQIA populations.

For the first time; there are sections to support the interpreter in working in behavioral health settings; this encompasses psychiatric, alcohol and drug dependency and mental health recovery and wellness fields. Ms. Weaver has extensive, dedicated experience (12 years) working professionally in these fields as a licensed professional Registered Nurse at recognized, award winning institutions of excellence.

Coursework will be assigned and completed in the classroom across all days of instruction. Homework will be assigned, and participants should plan on spending 1-2 hours per class day completing homework and reviewing outside of the class. It is possible to get by without doing homework, yet a clear advantage to do so. This is a reason some students stay at the property if attending onsite, to allow more time.

9. **Where is the class held?** For most of 2020: it will be held at the Hilton Garden Inn; conveniently just off I-25/ E-470 in North Denver and 144th Avenue. The address is 14275 Lincoln St Thornton. CO 80023. Another location, by request is: in DTC/Centennial at: Holiday Inn @ Nome St where we offer a 3 course, hot plated lunch with salad & dessert. Great room discounts, too !

Thornton : Offers great places nearby for lunch/dinner and comfortable discounts available should anyone want to stay at the property; especially in May. There is a COVID-19 special rate. The number there is 303-255-1000. Mention that you are there to attend the classes offered by 1 World Translation Language Center.

If you are looking for recreation, possibly for a family member accompanying you: there are two Outlet Malls nearby, Boulder is a popular tourist area, The Flatiron Mall, the Mountains behind and north of Boulder, Estes Park/Rocky Mountain National Park, and of course: the Worlds' Largest Water Park: Water World from May 22- Sept. 7.

We are open to teaching classes in other areas as we consider a new license this summer: expanding to teaching in a new city and possibly to two other states. Please let us know if you have an ongoing interest in this type of education. We require a minimum number of students: 9- 12 must be guaranteed. If a meeting room can be provided, this is helpful in keeping costs down. Prior notice required to arrange licensing: by July 14, 2020.

10. **What is the cost of the course?** The cost is now \$560 for the 40 hour BTG course and \$760 for the 64 hour course. \$610 for the 40 hour TCI course.
11. **When do I have to make payment?** A \$200 deposit is due on the day you take the language proficiency test or register to reserve your seat. We will give you a book if we have one in stock and ask that you begin studying/reading the first few chapters! We can offer a payment plan of your choice (see application). Otherwise, full payment is due before the course begins. Credit cards, cashier checks accepted.
12. **Can I make payments or payment arrangements?** You can arrange to divide your tuition up in 3 separate payments if you wish. Please talk with one of our kind payment specialists/concierges. Extended payments are possible.
13. **What if I don't pass the final exam?** You will have the opportunity to retake the exam (free of charge). If you do not pass the exam, you may retake the course at a highly discounted rate. This has never happened before. You will have the book and language testing done. We cannot provide a letter stating that you attended the course- it is not permitted by the course authors. Exam scores are typically in the 90's.
14. **How do I pay for the course?** You can pay by cash, money order, cashiers check, or credit card. We can take credit card payments by phone or at our office. We accept: Visa, MasterCard, American Express (the latter with a 2.5% added charge).

We look forward to sharing our knowledge and expertise in this wonderful & rewarding field.

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