

FALL 2008 CONFERENCES ON INTERPRETING AND LANGUAGE ACCESS

Professional interpreters recognize the importance of networking, pursuing new educational opportunities, and keeping pace with industry advances. Many active interpreters tell us that participating each year in a local meeting or conference on medical interpretation has helped them to stay 'on top of their game'.

This fall, will you attend an interpreter conference near you? With two exciting events between Massachusetts and Southern New Hampshire, there are plenty of reasons to make October your month for professional development.

IMIA ANNUAL CONFERENCE OCTOBER 10-12, 2008 – BOSTON, MA

Theme: "Addressing Health Care Disparities by Ensuring Language Access to All"

This three-day conference is the oldest and largest gathering of medical interpreters in the country. There are workshop tracks for administrators, trainers and interpreters. To register and pick your workshops, see <http://www.imiaweb.org/conferences/agenda.asp>.

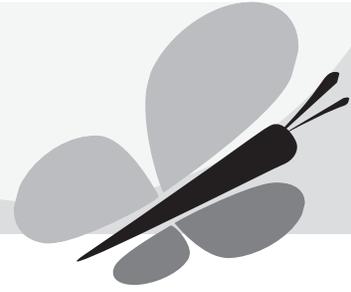
2008 MIAB CONFERENCE OCTOBER 31, 2008 – BEDFORD, NH

Theme: "The \$ and Sense of Cultural Effective Care: Access, Communication and Commitment"

This one-day conference is one-of-a-kind in New Hampshire! To view the conference agenda or to register, visit www.healthynh.com.



MANY ACTIVE INTERPRETERS TELL US THAT PARTICIPATING EACH YEAR IN A LOCAL MEETING OR CONFERENCE ON MEDICAL INTERPRETATION HAS HELPED THEM TO STAY 'ON TOP OF THEIR GAME'.



THE GREEN INTERPRETER – SAVING MONEY AND THE ENVIRONMENT

Each month, the Communicator Express publishes tips to help freelancer interpreters remain financially successful in face of today's tough economic landscape. These might include ideas on "going green", saving money, and maximizing time. Last month, we encouraged our readers to purchase "green" office equipment and to see www.business.gov for the latest information on energy efficient products for home and business.

This month's tip has to do with tax preparation for the self-employed. As an interpreter, if you carry on business as an independent contractor, you are considered a self-employed individual. As a self-employed individual, you are responsible for completing multiple tax forms, depending on your type of business.

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2008 MIAB Conference



The \$ and Sense of Culturally Effective Care: Access, Communication and Commitment

Date: Friday, October 31, 2008

Time: 8:00 a.m.—4:00 p.m.

SERESC Conference Center

29 Commerce Drive

Bedford, NH 03110

**For more information call Foundation for
Healthy Communities at 603-225-0900 or see
the registration form at www.healthynh.com**



Medical Interpretation Advisory Board

THE GREEN INTERPRETER – SAVING MONEY AND THE ENVIRONMENT

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Tax time can be somewhat difficult for the independent contractor. However, the successful contractor will plan ahead to maximize tax deductions. Interpreters are always asking, "What can I deduct?" While this question is best directed to a professional tax preparation expert, here are some tips from the Internal Revenue Service:

1. To be deductible, a business expense must be both ordinary and necessary. An ordinary expense is one that is common and accepted in your trade or business. A necessary expense is one that is helpful and appropriate for your trade or business.
2. Generally, you cannot deduct personal, living, or family expenses. However, if you have an expense for something that is used partly for business and partly for personal purposes, divide the total cost between the business and personal parts. You can deduct the business part.
3. If you use part of your home for business, you may be able to deduct expenses for the business use of your home. These expenses may include mortgage interest, insurance, utilities, repairs, and depreciation.
4. If you use your car in your business, you can deduct car expenses. If you use your car for both business and personal purposes, you must divide your expenses based on actual mileage. Due to the increase in gas prices, the IRS recently announced an increase in the optional standard mileage rates for the final six months of 2008. The rate will increase to 58.5 cents a mile for all business miles driven from July 1, 2008, through Dec. 31, 2008.
5. Generally, you can deduct the ordinary and necessary cost of insurance as a business expense, if it is for your trade, business, or profession.

For more tax-related information, including "Business Use of Your Home", and excellent government guide to expense deduction, see www.irs.gov.

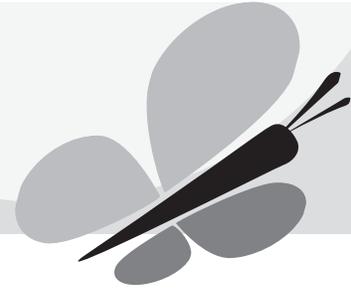


THE SUCCESSFUL CONTRACTOR WILL PLAN AHEAD TO MAXIMIZE TAX DEDUCTIONS. INTERPRETERS ARE ALWAYS ASKING, "WHAT CAN I DEDUCT?"

CONGRATULATIONS TO CCCS INTERPRETER OF THE MONTH NANCY KWANT!

CCCS is proud to have sponsored the Interpreter of the Month award for exceptional service for over a year. Our September 2008 Interpreter of the Month is Nancy Kwant (Spanish). Thank you, Nancy, for your exceptional work!

The recipient of our Honorable Mention is Elizabeth Yoon (Korean).



ASK CCCS: WHAT IS THE CCCS POLICY ON SIGHT TRANSLATION?

CCCS encourages its interpreters to abide by the National Council on Interpreting in Healthcare's Standard #22, which states, "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."

Though some providers may try to pressure an interpreter to perform sight translation of consent forms, the CCCS interpreter will request that a health care professional be designated to explain the form to the patient. The interpreter should then interpret that professional's explanation, careful to always request clarification for any unfamiliar or highly technical medical terms.

This does not mean that the CCCS interpreters should avoid sight translation. There are many situations in which strong sight translation skills are a must, such as when interpreters assist patients to fill out medical history questionnaires or other necessary documentation, usually in a waiting area prior to the consult. In addition, the CCCS interpreter must be prepared to write the patient's answers on the medical history form in English.

When doing sight translation of a medical history form or other documentation, the interpreter might perceive that the patient does not clearly understand the meaning of a question or term. If this is the case, and a provider is not immediately available to answer the question, the interpreter should circle the question or term and request clarification from the provider at the start of the medical interview.

Even if you think you can explain the meaning of the question or term, we recommend that you seek clarification from the provider. There are two good reasons to take this course of action. First, by seeking clarification from a medical professional, the interpreter avoids any potential for miscommunication around a medical explanation and thus protects him/herself from future legal action on the part of the patient or patient's family. Second, allowing the provider to explain medical terms fosters the therapeutic alliance (patient-provider relationship), which, in turn, promotes greater trust and healing.

Let's consider the word "hepatitis", a common medical term not easily understood by patients with limited education. Imagine that you, the interpreter, decide to explain the meaning of "hepatitis" to a patient while filling out a medical history form. Later in this patient's treatment, it is discovered that the patient has an inaccurate understanding of this disease. The patient then tells the provider, "But this is how the interpreter explained my disease to me." Whether your explanation was precise or not, it is the patient's word against yours. How would this matter be defended in a court of law? Well, if you were widely known as never having crossed professional boundaries, and if there were doctors who could testify to your consistency in requesting clarification, you might have a chance at winning the case. But if you are known as someone who "explains" medical terms to patients, your chances of preserving your reputation and protecting your assets are minimal. Truly then, sticking to the standards of practice is the best policy for any interpreter, whether staff or freelance.

Tips for Improving Sight Translation Skills

HOW CAN YOU IMPROVE YOUR SIGHT TRANSLATION SKILLS? FOR SOME EXPERT ADVICE, GO TO [HTTP://WWW.ACEBO.COM/SITINTRO.HTM](http://www.acebo.com/sitintro.htm). THERE YOU WILL FIND TIPS FROM THE INTERPRETER'S EDGE, AN EXCELLENT SELF-TRAINING MANUAL THAT INCLUDES 24 LESSONS IN SIGHT TRANSLATION.

CCCS NATIONWIDE

As Essayist Ralph Waldo Emerson noted, "Progress is the activity of today and the assurance of tomorrow." At CCCS, we are certainly active and progressive. Here's the latest on where you can find CCCS representatives active this fall.

September 2008**Sixth National Conference on Quality Health Care for Culturally Diverse Populations**

September 21-24, 2008
Minneapolis, MN

Zarita Araujo-Lane, CCCS President, will lead a poster presentation entitled "Promoting Cultural Diversity in Health Care Through Story-Telling: A Trainer's Perspective". This poster presentation will outline innovative strategies for the creation of a diversity and cultural competency training program that draws together all of healthcare's "key players", from maintenance and kitchen staff to renowned physicians.

October 2008**International Medical Interpreter Association Annual Conference**

October 10-12, 2008

Cambridge, MA

Zarita Araujo-Lane will present "Introduction to Clinical Insight in a Mental Status Exam" in which she will introduce main concepts and clinical thinking behind a mental status exam. Through role-play and video vignettes, the audience will be introduced to a clinician's differential diagnostic thinking and a patient's use of idiomatic expressions or folk language.

Tradulinguas International Translation Conference on Health Sciences - October

17-18, 2008 - Lisbon, Portugal
Richard S. Lane, MD, CCCS Medical Director, will present "If You Know Diabetes, You Know Medicine", introducing the disease of Diabetes Mellitus to non-medical personnel who may work as medical translators or interpreters. While there will be a glossary of pertinent, diabetes related medical terms, the session's emphasis will be on teaching aspects of diabetes using both didactic and experiential technique.

At this same conference, Zarita Araujo-Lane will present "Medical Interpreting, an Emerging Profession: Using critical thinking in the teaching of medical interpreting core values". The workshop will make use of vignettes and role-plays to illustrate the complexities of accuracy in medical interpretation as well as common technical and ethical challenges that can be overcome through practical application of the National Standards

November 2008**American Translators Association 49th Annual Conference**

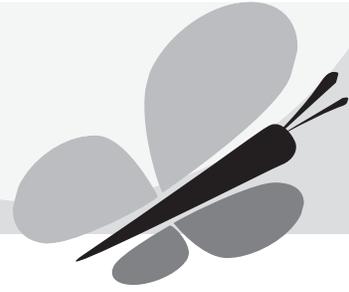
November 5-8, 2008

Orlando, FL

Zarita Araujo-Lane and Aida Cases, National Program Coordinator, will present "A Collaborative Approach to Interpreting the Mental Status Exam", a look at the five domains of function tested in the mental status exam. The audience will be introduced to three different perspectives on working with patients with dementia: the provider's, the interpreter's and the patient's. They will also demonstrate collaborative techniques for providers, interpreters, and families.



"PROGRESS IS THE ACTIVITY OF TODAY
AND THE ASSURANCE OF TOMORROW."



MEDICAL INTERPRETER FOUNDATIONS TRAINING SCHEDULE

Interpreters who wish to receive assignments from CCCS must provide proof of formal interpreter training, current immunizations, and attendance at the Medical Interpreter Foundations Training (MIFT), an orientation and refresher course for CCCS interpreters. If you need to attend a MIFT session, contact Gail Marinaccio at gmarinaccio@cccsorg.com or by phone at 781-729-3736 x.106 to reserve your seat for one of the following dates:

Monday, October 20 (9AM-5PM)
Monday, December 15 (9AM-5PM)

A MESSAGE FROM VONESSA PHILLIPS COSTA, CCCI DIRECTOR

Seven years ago, I joined the CCCS Translation Services Department as a part-time coordinator. Since 2003, I have served as director of our training division, The Cross Cultural Communication Institute. Over the years, my work with the institute has grown to include teaching and the development of interpreter training programs, including the compilation of manuals, videos and other study tools. I have had the privilege to collaborate with Zarita as an editor and sometimes coauthor of many articles published by several interpreter associations and to frequently travel nationwide as a CCCS representative, presenting on issues related to interpreting, training and cultural competency. Last year, I was thrilled to conduct CCCS to licensure by the NH Postsecondary Education Commission as a private, postsecondary career school for medical interpreter training.

My years with the organization have been marked by hard work and seasoned with a full measure of adventure and excitement. Although I am about to scale down my position as CCCI Director to pursue a new career, I am honored to have worked with what I consider to be the 'best team on earth'. Looking back at the past seven years with a mixed feeling of joy and longing, I begin to get teary-eyed and this reminds me of the words of my favorite childhood author, Dr. Seuss, "Don't cry because it's over. Smile because it happened."



cross cultural communication systems, inc.

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New Hampshire Regional Office: PO Box 733, Nashua, NH 03060 | **p:** 1-888-678-CCCS | **f:** 603-386-6655

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