



CERTIFIED LANGUAGES
INTERNATIONAL

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INTERPRETER CREDENTIALS

More than 65% of our customers are in the healthcare industry. We require all of our interpreters to undergo our medical interpreter credentialing process, which includes a language proficiency test in both English and the target language, as well as an interpreter skills test. (Cont'd)

*CLI is not a training ground for bilinguals; we are **the standard** for professional interpreter excellence.*



**CONNECTING PEOPLE
WITH LANGUAGE**

GSA Contract #GS-10F-0238W

U.S.-BASED & MEDICALLY CREDENTIALLED

CLI upholds a systematic method of separating merely bilingual speakers from **competent, professional interpreters**. We maintain an entire department dedicated to locating and ultimately contracting with qualified foreign language interpreters. Each interpreter is required to have, at a minimum, **two years of proven experience in interpreting** and **40 hours of interpreter training** prior to working with our company.

CLI developed a **medical certification exam** in coordination with the Director of the International Interpretation Resource Center at the Monterey Institute of International Studies, the Oregon Health Science University, the National Council on Interpreting in Health Care, and the Cross Cultural Health Care Program. Our interpreters must pass this exam with **at least a 90%**.

CLI utilizes predominately **U.S.-based interpreters**, with a small number of interpreters working out of Canada to provide services in French Canadian. Using U.S.-based interpreters provides for easier enforcement of HIPAA, information privacy laws, and security regulations; and ensures familiarity with North American culture.

OUR HIRING PROCESS

1. Review of resume, cover letter, and interpreting experience
2. Telephone interview with dedicated recruiter
3. Testing focused on terminology, proficiency, and role-playing
4. Follow-up interview with Lead Interpreter
5. CLI orientation
6. HIPAA training, testing, and certification
7. Continuous evaluation and quality assurance

COMPLIANCE: CLI meets the new Joint Commission Standards; we are fully compliant with HIPAA, HITECH, and DNV Health-care standards; we are certified for PCI compliance, and we are Safe Harbor certified.

INDEPENDENT CONTRACTOR AGREEMENTS INCLUDE:

- CLI Background Check and Exclusion List Search
- Interpreter Basic Conduct and Procedures
- Code of Professional Ethics
- Confidentiality and Protection of Customer Information
- HIPAA Business Associate Agreement

TESTING CRITERIA



Medical Terminology

- Anatomy and physiology
- Medical equipment
- Pharmaceuticals
- Patient advocacy
- Medical tests
- Diagnostic procedures
- Pathology and treatment
- Common health conditions
- Abbreviations and acronyms (e.g., ICU, qid)
- Specialties (e.g., mental health, substance abuse, homeopathic remedies)

Language Competency

- Fluency in source and target languages
- Standard language and common colloquialisms (slang)
- Oral and written proficiency

Interpreter Competency

- Interpreting skills
- Memory retention skills
- Customer service
- Message accuracy

Professional Ethics

- Patient safety
- Confidentiality and neutrality
- Professional conduct