

CONNECTING PEOPLE
WITH LANGUAGE

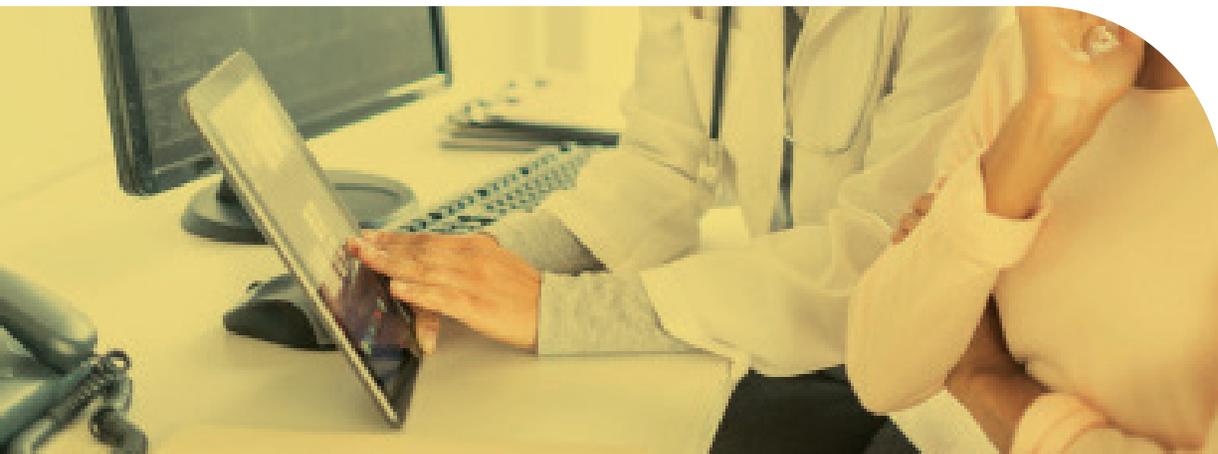
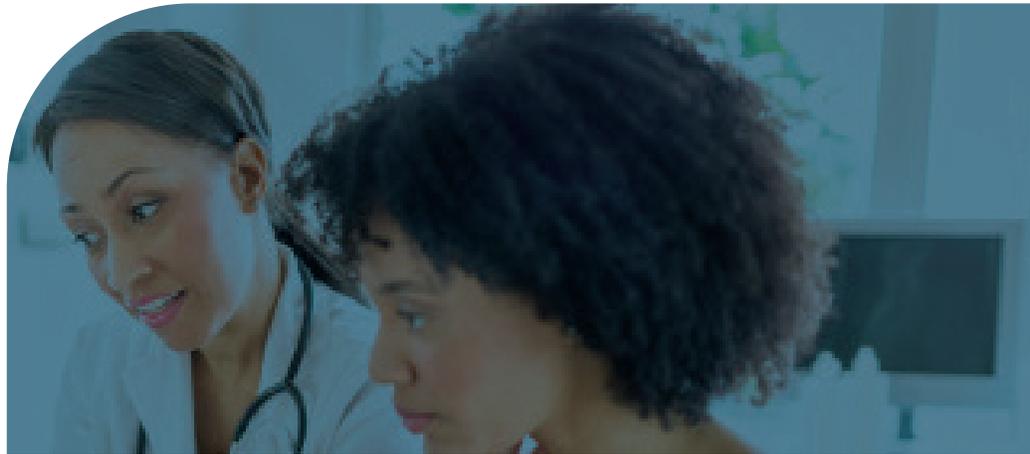


CERTIFIED LANGUAGES
INTERNATIONAL

INTERPRETER CREDENTIALS

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

CLI's interpreters undergo an extensive medical interpreter credentialing process and possess an average of 7.68 years of interpreting experience prior to joining our team.



4800 SW Macadam Avenue, Suite 400 | Portland, OR 97239
1.800.225.5254 | www.CertifiedLanguages.com

U.S.-BASED & MEDICALLY CREDENTIALLED

CLI goes to great lengths to engage interpreters who have at least 40 hours of interpreter training and 2 years of prior experience. We uphold a systematic method of separating bilingual speakers from professional interpreters. CLI utilizes interpreters predominately based in the U.S., which ensures dual-language immersion, cultural familiarity, reduction of accent barriers, and reliably clear audio quality.

The majority of CLI's interpreters have at least a bachelor's degree, and most of our interpreters have completed formal interpreter training programs and/or are certified through nationally recognized organizations that include:

- Certification Commission for Healthcare Interpreters (CCHI)
- National Board of Certification for Medical Interpreters (NBCMI)
- Department of Human Services (DHS)
- Administrative Office of the U.S. Courts

CLI's interpreters undergo a stringent medical interpreter credentialing process that includes a language proficiency test in both English and the target language, as well as an interpreter skills test. CLI's proprietary test was created in collaboration with Dr. Jean Turner of the Middlebury Institute of International Studies at Monterey.

Testing procedures were developed according to both the standards of practice of the NCIHC (National Council on Interpretation in Health Care) and CLI's own expertise, informed by 20+ years of experience at the forefront of the interpreting industry.

CLI's Credentialing Process

CLI's credentialing process includes the review of the candidate's resume, cover letter, and interpreting experience; interview with dedicated recruiter; criminal background check and exclusion list search; extensive testing; CLI orientation; training/certification for HIPAA, CMS (Centers for Medicare & Medicaid Services), and FWA (fraud, waste, and abuse) prevention; and continuous monitoring and quality assurance.

Independent Contractor Agreements Include:

- Interpreter Code of Professional Ethics
- Role of the Professional Interpreter
- Interpreter Basic Conduct & Procedures
- Confidentiality & Protection of Customer Information
- HIPAA Business Associate Agreement

TESTING CRITERIA

Part 1: Medical Terminology

- Medical specialties
- Anatomy and physiology
- Medical conditions
- Pathology, symptoms, and treatment
- Medical tests and diagnostic procedures
- Abbreviations and acronyms

Part 2: Medical Statements

- Fluency in source and target languages
- Ability to retain and render reasonably longer statements
- Accuracy, completeness, and clarity
- Effective note-taking skills

Part 3: Medical Interpreting Scenarios

- Cohesiveness (pace, clarity, understandability, fluency, grammar, and pronunciation)
- Interpreting skills and tone
- Use of medical interpreter protocols
- Message accuracy
- First-person format
- Memory retention skills
- Transparency when requesting repetitions or clarifications

Compliance: CLI meets Joint Commission standards; we are fully compliant with HIPAA, HITECH, and DNV GL Healthcare standards; and we are certified for compliance with Privacy Shield and PCI Data Security.