



## The Medical Interpreting and Translating Institute Online

MiTio Diploma Student,

The Medical Interpreting and Translating Institute Online (MiTio) is committed to providing highly trained and competent interpreters and translators to the industry and providing quality online education to bilingual individuals seeking a certificate/diploma in Medical Interpreting and translating [www.mitio.org](http://www.mitio.org) .

In addition to welcoming you, this letter is to confirm our agreement regarding your interpreting assignment as an Interpreter for the Medical Interpreting and Translating Institute Online (MiTio). Please review the following and sign and return one copy of this agreement via the fax number provided below. A copy will be maintained in your official file at the Medical Interpreting and Translating Institute Online. Please keep a copy for your records. Also, complete and return a copy of the W9 form and return via email to [interpreter@mitio.org](mailto:interpreter@mitio.org)

### **Train Now/Pay Later Program**

MiTio will train you with the Diploma Program and you will repay MiTio by working for MiTio for a total 360 hours at a Diploma Interpreter rate.

You must complete a minimum of 6-hour non-paid Internship and completion of first 40-hour Medical Interpreter course prior to being paid at the Diploma Interpreter rate.

### **Attendance at the 1-hour Interpreter Training below (information regarding training will be sent at a later date.**

This is an at-will agreement and does not imply continued employment. You understand that you are being retained only for the purposes and to the extent set forth in this agreement and that your relationship to MiTio is that of an Independent Contractor. As such, you are not entitled to any health benefits. Interpreting appointments will be subject to your performance and staffing needs as determined by the administration. You will be expected to comply fully with all policies, practices and procedures of MiTio as outlined in the Interpreter Training and Job description below. This agreement constitutes the entire agreement between parties and supersedes any prior offer letter, discussion, agreement, whether oral or written.

This agreement is contingent upon the receipt of all appropriate interpreter credentials.

### **Interpreter Job Description:**

Responsible for conducting accurate medical and general interpreting for the patient care staff, limited English proficient (LEP) patients, their families, and visitors; through the appropriate medical interpreter technique training, have the ability to facilitate a two-person conversation in a triadic relationship; acts as a cultural consultant to staff, assesses and monitors the patients understandings of the information conveyed and keeps medical staff informed as to the level of that understanding. Respects and upholds patient confidentiality and any other confidential information as such.

### **ESSENTIAL DUTIES AND FUNCTIONS:**

Conducts accurate medical and general interpretation for patient care staff, LEP patients and their families.

Will not delete, add or edit message being conveyed to either party.

Facilitates a two-way conversation between staff and LEP patient maintaining her/his role as the "voice" only of the conversing parties.

Acts as a conduit of the communication process between hospital staff and LEP patients in interpreting information, general and medical, directions, procedures and other.  
 Interpreter Code of Ethics and National Standards of Practice for Interpreters in Health Care.  
 Provides a pre-encounter session to staff and LEP patient prior to the interpreter encounter except when circumstances do not permit such as in certain Emergency room treatment area.  
 Performs transparent interpreting by maintaining all parties informed of other conversations or comments made in the presence of the LEP patient and staff conversation.  
 Participates as necessary in patient/family medical conferences and in patient education (i.e. diabetes, nutrition, etc.) for LEP patients and/or family/care givers.  
 Assists physicians, nurses, social workers, and other caregivers in the assessment of various situations that may be culturally different.  
 Promotes teamwork and coordinates incoming calls with other staff interpreters in order to provide timely service in particular during high volume times.  
 Records and compiles daily interpreter encounters by entering data into system on a timely basis for monthly and annual statistical reporting.  
 Cooperates and maintains the quality of service provided to our patients by being flexible in providing coverage for interpreter teams' vacation, sick leave, and emergencies.  
 Refers calls for other languages to the appropriate hospital approved interpreter resource.  
 May participate in new employee orientation, provider in-services on using interpreters effectively or VRI training, employee meetings or forums as well as train volunteer interpreters.  
 Prepares and submits incident reports to unit manager and/or department director regarding complaints and/or cases that may require special attention and/or follow up.  
 If qualified, periodically translates or proofs translations of hospital material provided to LEP patient(s) or community.  
 Promotes the hospital mission through volunteer participation in health fairs, community events, etc.  
 Performs other duties as assigned.  
 Ability to deal with confidential information is imperative. Ability to empathize with patients while safeguarding the interests of Holy Cross Hospital and Sinai Health System.  
 Customer service excellence; excellent listening skills. Must be knowledgeable on cultural and perceptual factors that may have an impact on patient treatment and patient/health care provider communication. The ability to communicate effectively with individuals from all socioeconomic backgrounds is required.

We are very pleased and excited that you have accepted this assignment. We look forward to your contribution of talent here at MiTio. Please contact me if I can be of any assistance.

**Please read, sign, and email to [interpreter@mitio.org](mailto:interpreter@mitio.org)** I understand the above and agree to the conditions stated therein.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Interpreter Name - Printed: \_\_\_\_\_

Language 1 \_\_\_\_\_

Language 2 \_\_\_\_\_

Language 3 \_\_\_\_\_

- Must Provide Proof of Proficiency for all Languages selected
- Rates are given after contract is signed

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