

Healthcare Interpreter Training and Support Program



Why we created this program

Our Healthcare Interpreter Training and Support Program:

- Helps you comply with the Oregon state requirement for providers to supply qualified or certified interpreters for patients.
- Furthers our mission to improve the healthcare experience and access to care.
- Helps you and PacificSource to collectively meet the OHA metrics for providing language access to patients with limited English proficiency.

Program details

Our training and support program requires a significant time commitment, and we are equally committed to your success.

We provide individualized support to:

- Gather required documentation
- Coordinate language proficiency testing
- Complete 64 hours of OHA-approved training
- Prepare and submit the OHA application

Training topics include:

- National Standards of Practice
- National Code of Ethics
- Introductory modes and skills
- Medical terminology
- Anatomy and physiology

Upon successful completion of the training (100% attendance with a 70% score), our team will guide you through completing and submitting your application to become a qualified healthcare interpreter with the State of Oregon.

Class size is limited to 15 participants for optimal learning.

The training schedule is **eight hours daily, two days a week, for four consecutive weeks.**

Training is accessible for all by OHA's ADA standards. Participants with ADA accommodation needs should notify the instructor in advance to make reasonable accommodations based on individual needs.

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How to get started

Click or type the link below to complete an online application. Our coordinator will confirm that you meet the prerequisites and enroll you in the program. Training is limited to 15 participants. Enroll early to secure your spot.

Apply now at PacSrc.co/hci-training-apply. Use key name: HCIRegistration.

We're here to help

For questions about the program, upcoming schedule, enrollment, or help with your application, contact our training and support team at HCI_Training@PacificSource.com or visit PacSrc.co/hci-training.

Email

HCI_Training@PacificSource.com

PacifSource.com/Medicaid



Prerequisites

To participate in our training and support program, you must meet the following requirements:

- Be 18 years of age, or older
- Work for a vendor or healthcare organization that has a current contract with PacificSource
- Have an Oregon driver's license or passport
- Not be on the [Medicaid Exclusion List](https://www.exclusions.oig.hhs.gov/) (Exclusions.OIG.HHS.gov)
- Provide proof of language proficiency in English and the target language (or be willing to take provided language proficiency testing in the absence of proof)
- Have a program commitment letter signed by you and a sponsor
- Have access to a computer with a camera and reliable internet connection

Cost and reimbursement

Cost: The cost per participant is \$500.00.

Refund: We will fully reimburse that total cost after the participant:

- Successfully completes the course
- Submits a qualified healthcare interpreter application to OHA

Attendance rules

It is vitally important that participants attend every scheduled class. We don't offer make-up sessions for missed classes. Missing a class will result in an automatic drop from the program, without the chance of reimbursement.*

*Extenuating circumstances: If the participant cannot complete the training due to extenuating circumstances, they may be eligible for an exception. Extenuating circumstances include severe illness, caring for a loved one, declared emergencies, pandemics, military actions and hostilities, and natural disasters. Each case is subject to review by PacificSource.

If granted an exception, participants must commit to return within six months of the initial enrollment date to keep the financial reward. After that date, a new program fee will be issued.