



**PSI Services LLC**  
 3210 E Tropicana  
 Las Vegas, NV 89121  
 www.psiexams.com



# THE NATIONAL BOARD OF CERTIFICATION FOR MEDICAL INTERPRETERS



## NATIONAL MEDICAL INTERPRETER CERTIFICATION EXAMINATION CANDIDATE INFORMATION BULLETIN

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Please refer to our website to check for the most updated information at [www.psiexams.com](http://www.psiexams.com)

## EXAMINATIONS BY PSI SERVICES, LLC

The National Board of Certification for Medical Interpreters (NATIONAL BOARD) has contracted with PSI Services LLC (PSI) to deliver its examination.

Once you have been approved by the NATIONAL BOARD, you are responsible for contacting PSI to schedule an appointment to take your examination.

## APPLYING FOR CERTIFICATION

Request the certification application from:

National Board of Certification for Medical Interpreters  
[www.certifiedmedicalinterpreters.org](http://www.certifiedmedicalinterpreters.org)  
in the Get Certified Section.

Once you have submitted all the required paperwork and information, your registration will be reviewed and you will receive a letter of approval or denial of application. If you receive a letter of approval, that will allow you to schedule for the National Board Examination. You will utilize the number that you provided in your application (no letters).

All general questions and requests for information about certification should be directed to the NATIONAL BOARD at [info@certifiedmedicalinterpreters.org](mailto:info@certifiedmedicalinterpreters.org).

## EXAMINATION REGISTRATION AND SCHEDULING PROCEDURES

All questions and requests for information about the examination should be directed to PSI.

PSI Services LLC  
3210 E Tropicana  
Las Vegas, NV 89121  
(800) 733-9267 • Fax (702) 932-2666  
[www.psiexams.com](http://www.psiexams.com)

The Examination Registration Form is found at the end of this Candidate Information Bulletin. You must pay PSI at the time you schedule an exam. Be sure the registration form is complete, accurate, signed, and that you include the correct fee below. The registration form is valid for 1 National Board written examination only. You have 6 months from date of approval to take the written examination.

If you fail the examination, you must wait 3 months before you can retest.

EXAMINATION FEE \$ 175

NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE.

## INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for the examination using the Internet. In order to register over the Internet, candidates will need to have a valid credit card (Visa, MasterCard, American Express or Discover). Candidates register online by accessing PSI's registration website at [www.psiexams.com](http://www.psiexams.com). Internet registration is available 24 hours a day. In order to register by Internet, complete the steps below:

1. Complete the registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available exam dates and locations for scheduling your examination. Select your desired testing date and location. PSI has test sites throughout the United States.

## TELEPHONE REGISTRATION

PSI has two scheduling methods available for those that wish to schedule by telephone. First, candidates may call PSI at (800) 733-9267, 24 hours a day and schedule using the Automated Registration System. Second, candidates wishing to contact a live operator may use this same telephone number to contact PSI registrars seven days a week to schedule an appointment for the test. PSI has test sites throughout the United States. The times of operation for live operators are as follows:

	Monday - Friday	Saturday - Sunday
Eastern Time	7:30am - 10:00pm	9:00am - 5:30pm
Central Time	6:30am - 9:00pm	8:00am - 4:30pm
Mountain Time	5:30am - 8:00pm	7:00am - 3:30pm
Pacific Time	4:30am - 7:00pm	6:00am - 2:30pm

## FAX REGISTRATION

For Fax registration, you will need a valid credit card (Visa, MasterCard, American Express or Discover).

1. Complete the Examination Registration Form, including your credit card number and expiration date.
2. Fax the completed form to PSI (702) 932-2666. Fax registrations are accepted 24 hours a day.
3. If your information is incomplete or incorrect, it will be returned for correction.

Please allow 4 business days to process your Registration. After 4 business days, you may call PSI to schedule the examination, (800) 733-9267.

## STANDARD MAIL REGISTRATION

In order to register, please follow the steps below.

1. Complete the registration found at the end of this bulletin. BE SURE TO READ ALL DIRECTIONS CAREFULLY BEFORE COMPLETING THE EXAMINATION REGISTRATION FORMS. IMPROPERLY COMPLETED FORMS WILL BE RETURNED TO YOU UNPROCESSED.



2. Payment of fees may be made by credit card (Visa, MasterCard, American Express or Discover), money order, company check or cashier's check. Money orders or checks should be made payable to PSI, with your name indicated on item to ensure your fees are properly assigned. **CASH AND PERSONAL CHECKS ARE NOT ACCEPTED.**
3. Send the completed registration form and payment to:

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Las Vegas, NV 89121  
(800) 733-9267 • Fax (702) 932-2666  
[www.psiexams.com](http://www.psiexams.com)

Please allow 2 weeks to process your Registration. After 2 weeks, you may call PSI to schedule the examination after 6:30 a.m., Central Time, (800) 733-9267.

### CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (800) 733-9267. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment.

**Note: A voice mail message is not an acceptable form of cancellation. Please use the PSI website, automated telephone system (IVR), or call PSI and speak to a Customer Service Representative.**

### MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

### EXAM ACCOMMODATIONS

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination must fill out the form at the end of this Candidate Information Bulletin and fax it to PSI (702) 932-2666. This form also includes out-of-state testing requests.

### EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at [www.psiexams.com](http://www.psiexams.com).

### EXAMINATION SITE LOCATIONS

There are nationwide examination centers. You will be provided with the locations upon scheduling for your examination.

## **REPORTING TO THE EXAMINATION SITE**

**On the day of the examination, you should arrive 30 minutes before your appointment.** This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

### REQUIRED IDENTIFICATION

You must provide 2 forms of identification. One must be a VALID form of government-issued identification (Driver's License, State ID, Passport) which bears your signature and has your photograph. The second ID must have your signature and preprinted legal name. All identification provided must match the name on the registration form.

If you cannot provide the required identification, you must call (800) 733-9267 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. *Failure to provide ALL of the required identification at the time of the examination without notifying PSI is considered a missed appointment and you will not be able to take the examination at that time.*

### SECURITY PROCEDURES

The following security procedures will apply during the examination:

**You may not bring a calculator. Scratch paper and a pencil will be provided by the proctor and returned to the proctor at the end of the examination.**

- Candidates may take only approved items into the examination room.
- All personal belongings of candidates, with the exception of close-fitting jackets or sweatshirts, should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings **include, but are not limited to**, the following items:
  - **Electronic devices of any type**, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.



## TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

### IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

### TUTORIAL

Before you start your examination, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice answering questions, and reviewing your answers.

### TEST QUESTION SCREEN

The “function bar” at the top of the test question screen provides mouse-click access to the features available while taking the examination.



The screenshot shows a computer interface for an examination. At the top, there is a navigation bar with icons for Mark, Comments, Goto, Help, and End. Below this, a status bar displays: Question: 3 of 40, Answered: 2, Unanswered: 1, Marked: 0, View: All, Time Left(Min): 359. The main question area contains the text: "3. What do the stars on the United States of America's flag represent?". Below the question, it says "(Choose from the following options)". There are four radio button options: "1. Presidents", "2. Colonies", "3. States", and "4. Wars". At the bottom of the question area, there are two buttons: "<< Back" and "Next >>".

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

**IMPORTANT:** After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

## EXAMINATION REVIEW

PSI, in cooperation with the NATIONAL BOARD, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions, by clicking the Comments link on the function bar of the test question screen.

These comments will be analyzed by PSI examination development staff. PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. This is the only review of examination materials available to candidates.

## **SCORE REPORTING**

In order to pass the examinations, you must receive a score of at least 75% correct.

Your score will be given to you immediately following completion of the examination. The following summary describes the score reporting process:

- **On screen** - your score will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination;
  - If you **pass**, you will immediately receive a successful notification and next step to proceed to schedule the National Board oral exam.
  - If you **do not pass**, you will receive a diagnostic report indicating your strengths and weaknesses by examination type with the score report. You may reapply to take another version of the exam after 3 months.
- **On paper** - an unofficial score report will be printed at the examination site.

### DUPLICATE SCORE REPORTS

You may request a duplicate score report after your examination by emailing [scorereport@psionline.com](mailto:scorereport@psionline.com) or by calling 800-733-9267.

### EXPERIMENTAL QUESTIONS

In addition to the number of examination items specified, a small number of five to ten “experimental” questions may be administered to candidates during the examinations. **These questions will not be scored and the time taken to answer them will not count against examination time.** The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

## **EXAMINATION CONTENT OUTLINE**

### **NATIONAL MEDICAL INTERPRETER CERTIFICATION EXAMINATION**

# of Questions	Minimum Passing Score	Cost	Time Allowed
51	75%	\$175	75 Minutes

### CONTENT OUTLINE

Examination Topics	% of Exam
<b>Topic 1: Roles of the Medical Interpreter</b>	<b>8</b>
<ul style="list-style-type: none"><li>▪ Role of Conduit</li><li>▪ Role of Clarifier</li><li>▪ Role of Culture Broker</li><li>▪ Role of Patient Advocate</li></ul>	
<b>Topic 2: Medical Interpreter Ethics</b>	<b>15</b>
<ul style="list-style-type: none"><li>▪ Confidentiality</li><li>▪ Accuracy and completeness</li><li>▪ Impartiality</li><li>▪ Conflict of Interest</li><li>▪ Scope of Practice</li><li>▪ Disqualification/Impediments to Performance</li><li>▪ Professional Courtesy</li><li>▪ Professional Development</li></ul>	
<b>Topic 3: Cultural Competence</b>	<b>8</b>
<ul style="list-style-type: none"><li>▪ Cultural practices related to healthcare</li><li>▪ Familial and relational structures</li></ul>	
<b>Topic 4: Medical Terminology in Working Languages</b>	<b>38</b>
<ul style="list-style-type: none"><li>▪ Medical Tests and Diagnostic Procedures</li><li>▪ Medical Apparatus</li><li>▪ Pharmacology</li><li>▪ Pathologies</li><li>▪ Symptomatology</li><li>▪ Anatomy</li><li>▪ Musculoskeletal System</li><li>▪ Endocrine System</li><li>▪ Cardiovascular System</li><li>▪ Respiratory System</li><li>▪ Urinary System</li><li>▪ Nervous System</li><li>▪ Digestive System</li><li>▪ Reproductive Systems</li><li>▪ Integumentary System</li><li>▪ Treatments</li><li>▪ Acronyms and Abbreviations (e.g., MRI, CAT scan, etc.)</li></ul>	
<b>Topic 5: Medical Specialties in Working Languages</b>	<b>23</b>
<ul style="list-style-type: none"><li>▪ Obstetrics and Gynecology/Genetic Counseling</li><li>▪ Organ Transplant</li><li>▪ Pharmacy</li><li>▪ Ear, Nose and Throat (ENT)</li><li>▪ Pediatrics</li></ul>	





<ul style="list-style-type: none"> <li>▪ Emergency Medicine</li> <li>▪ Oncology</li> <li>▪ Surgery</li> <li>▪ Orthopedics</li> <li>▪ Radiology</li> <li>▪ Nutrition Counseling</li> <li>▪ Physical, Speech and Occupational Therapy</li> <li>▪ Urology and Nephrology</li> <li>▪ Endocrinology</li> <li>▪ Ophthalmology</li> <li>▪ Cardiology</li> <li>▪ Neurology</li> <li>▪ Hematology</li> <li>▪ Dermatology</li> <li>▪ Psychiatry</li> <li>▪ Respiratory Illness</li> </ul>	
<b>Topic 6: Interpreter Standards of Practice</b>	<b>5</b>
<ul style="list-style-type: none"> <li>▪ IMIA (International Medical Interpreter Association) Standards</li> <li>▪ NCIHC (National Council on Interpreting in Healthcare) Standards</li> <li>▪ CHIA (California Healthcare Interpreters Association) Standards</li> </ul>	
<b>Topic 7: Legislation and Regulations</b>	<b>3</b>
<ul style="list-style-type: none"> <li>▪ Health Insurance Portability and Accountability Act (HIPAA)</li> <li>▪ CLAS (Culturally and Linguistically Appropriate Services) Standards</li> </ul>	

### REFERENCE AND RESOURCE LIST

The reference material listed below was used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge or general industry practices.

This examination is CLOSED BOOK.

The following reference material is not allowed in the examination center:

Page, M. (2001). Human Body: An Illustrated Guide to Every Part of the Human Body and How It Works, New York, NY: Dorling Kindersley Publishing. ISBN-10: 0789479885.

Netter, F.H. (1997). Atlas of Human Anatomy, Philadelphia, PA: Saunders. ISBN-10: 0914168819.

Moore, K.L. & Agur, A.M.R. (2006). Essential Clinical Anatomy, Philadelphia, PA: Lippincott Williams & Wilkins. ISBN-10: 078176274X.

Recognized Interpreter Standards of Practice, Codes of Ethics and the CLAS standards:

CHIA Standards of Practice:  
<http://www.chiaonline.org/>

IMIA Standards of Practice:  
<http://www.imiaweb.org/standards/standards.asp>

IMIA Code of Ethics:  
<http://www.imiaweb.org/code/default.asp>

NCIHC Standards of Practice:  
<http://data.memberclicks.com/site/ncihc/NCIHC%20National%20Standards%20of%20Practice.pdf>

NCIHC Code of Ethics:  
<http://data.memberclicks.com/site/ncihc/NCIHC%20National%20Code%20of%20Ethics.pdf>

CLAS Standards:  
<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=15>  
(Standards 4-7 - language access)

Cultural Competency:  
The Cross Cultural Health Program <http://www.xculture.org/>

Diversity RX <http://www.diversityrx.org/>

EthnoMed <http://ethnomed.org/>

### INTERPRETING

CCCS Interpreter Training materials  
[http://www.cccsorg.com/resources/purchase\\_tools.html](http://www.cccsorg.com/resources/purchase_tools.html)

ACEBO Interpreter Training materials  
<http://www.acebo.com/pinfo.htm>

Terminology, anatomy, medicine, Spanish grammar:

Medical Spanish and Spanish grammar review: podcasts  
<http://www.medicalspanishpodcast.com/Welcome>

Go to MedlinePlus <http://medlineplus.gov/> sponsored by the U.S. Library of Medicine and Institute of Health - interactive, with sound, in English and Spanish

[www.nhs.uk/Conditions/Pages/bodymap.aspx?r=1&rtitle=Health+Encyclopaedia \(A-Z, body & subject indexes\)](http://www.nhs.uk/Conditions/Pages/bodymap.aspx?r=1&rtitle=Health+Encyclopaedia+(A-Z,+body+%26+subject+indexes))

<http://health-pictures.com> (Medical pictures and definitions)

There are many free medical glossaries and dictionaries online, for example the Merck Manual at [www.merck.com/mmhe/index.html](http://www.merck.com/mmhe/index.html) and medical glossaries in several languages for a cost at [www.xculture.org/catalog/index.php?cPath=24](http://www.xculture.org/catalog/index.php?cPath=24)

Health information in many languages:  
<http://www.healthinfotranslations.com/>

Links to over 2,000 medical dictionaries and glossaries in 23 languages: <http://members.interfold.com/translator/>

### REGULATIONS AND GUIDELINES

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule [www.hhs.gov/ocr/privacy/](http://www.hhs.gov/ocr/privacy/)

Title VI and the Civil Rights Act of 1964 [www.LEP.gov](http://www.LEP.gov)





## EXAM ACCOMMODATIONS OR OUT-OF-STATE TESTING REQUEST

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990. Applicants with disabilities or those who would otherwise have difficulty taking the examination may request exam accommodations.

Candidates who wish to request exam accommodations because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666.

### Requirements for exam accommodation requests:

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on the letterhead stationery of the authority or specialist and include the following:

- ✎ Description of the disability and limitations related to testing
- ✎ Recommended accommodation/modification
- ✎ Name, title and telephone number of the medical authority or specialist
- ✎ Original signature of the medical authority or specialist

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

Social Security or ID#: \_\_\_\_\_

Legal Name: \_\_\_\_\_

Last Name

First Name

Address: \_\_\_\_\_

Street

City, State, Zip Code

Telephone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Home

Work

Email Address: \_\_\_\_\_

### Check any exam accommodations you require (requests must concur with documentation submitted):

- |   |  |
|---|--|
| <input type="checkbox"/> Reader (as accommodation for visual impairment or learning disability) | <input type="checkbox"/> Extended Time<br>(Additional time requested: _____) |
| <input type="checkbox"/> Large-print written examination  | <input type="checkbox"/> Other _____   |

- ✎ Complete and fax this form, along with supporting documentation, to (702) 932-2666 or email it to [examaccommodations@psionline.com](mailto:examaccommodations@psionline.com).
- ✎ After 4 days, PSI Exam Accommodations will email you confirmation of approval with instructions for the next step.

**DO NOT SCHEDULE YOUR EXAMINATION UNTIL THIS DOCUMENTATION HAS BEEN RECEIVED AND PROCESSED BY PSI EXAM ACCOMMODATIONS.**



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