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
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
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.

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

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. 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:

<table>
<thead>
<tr>
<th>Time Zone</th>
<th>Monday - Friday</th>
<th>Saturday - Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern Time</td>
<td>7:30am - 10:00pm</td>
<td>9:00am - 5:30pm</td>
</tr>
<tr>
<td>Central Time</td>
<td>6:30am - 9:00pm</td>
<td>8:00am - 4:30pm</td>
</tr>
<tr>
<td>Mountain Time</td>
<td>5:30am - 8:00pm</td>
<td>7:00am - 3:30pm</td>
</tr>
<tr>
<td>Pacific Time</td>
<td>4:30am - 7:00pm</td>
<td>6:00am - 2:30pm</td>
</tr>
</tbody>
</table>

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:

   PSI Services LLC  
   3210 E Tropicana  
   Las Vegas, NV 89121  
   (800) 733-9267 • Fax (702) 932-2666  
   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.

**MISSING 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.

**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.
- Bulky or loose clothing or coats that could be used to conceal recording devices or notes, including coats, shawls, hooded clothing, heavy jackets, or overcoats.
- Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.
- Other personal items, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.

- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building’s property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check-in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is violation of a candidate’s contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

### 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.

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 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.

<table>
<thead>
<tr>
<th># of Questions</th>
<th>Minimum Passing Score</th>
<th>Cost</th>
<th>Time Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>51</td>
<td>75%</td>
<td>$175</td>
<td>75 Minutes</td>
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</table>

CONTENT OUTLINE

<table>
<thead>
<tr>
<th>Examination Topics</th>
<th>% of Exam</th>
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<tbody>
<tr>
<td><strong>Topic 1: Roles of the Medical Interpreter</strong> 8</td>
<td></td>
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<tr>
<td>Role of Conduit</td>
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<tr>
<td>Role of Clarifier</td>
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<td>Role of Culture Broker</td>
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<td>Role of Patient Advocate</td>
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<tr>
<td><strong>Topic 2: Medical Interpreter Ethics</strong> 15</td>
<td></td>
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<tr>
<td>Confidentiality</td>
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<tr>
<td>Accuracy and completeness</td>
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<tr>
<td>Impartiality</td>
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<tr>
<td>Conflict of Interest</td>
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<tr>
<td>Scope of Practice</td>
<td></td>
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<tr>
<td>Disqualification/Impediments to Performance</td>
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<tr>
<td>Professional Courtesy</td>
<td></td>
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<tr>
<td>Professional Development</td>
<td></td>
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<tr>
<td><strong>Topic 3: Cultural Competence</strong> 8</td>
<td></td>
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<tr>
<td>Cultural practices related to healthcare</td>
<td></td>
</tr>
<tr>
<td>Familial and relational structures</td>
<td></td>
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<tr>
<td><strong>Topic 4: Medical Terminology in Working Languages</strong> 38</td>
<td></td>
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<tr>
<td>Medical Tests and Diagnostic Procedures</td>
<td></td>
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<tr>
<td>Medical Apparatus</td>
<td></td>
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<tr>
<td>Pharmacology</td>
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<tr>
<td>Pathologies</td>
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<tr>
<td>Symptomatology</td>
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<tr>
<td>Anatomy</td>
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<tr>
<td>Musculoskeletal System</td>
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<tr>
<td>Endocrine System</td>
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<tr>
<td>Cardiovascular System</td>
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<td>Respiratory System</td>
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<td>Urinary System</td>
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<tr>
<td>Nervous System</td>
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<td>Digestive System</td>
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<tr>
<td>Reproductive Systems</td>
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<tr>
<td>Integumentary System</td>
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<tr>
<td>Treatments</td>
<td></td>
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<tr>
<td>Acronyms and Abbreviations (e.g., MRI, CAT scan, etc.)</td>
<td></td>
</tr>
<tr>
<td><strong>Topic 5: Medical Specialties in Working Languages</strong> 23</td>
<td></td>
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<tr>
<td>Obstetrics and Gynecology/Genetic Counseling</td>
<td></td>
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<tr>
<td>Organ Transplant</td>
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<tr>
<td>Pharmacy</td>
<td></td>
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<tr>
<td>Ear, Nose and Throat (ENT)</td>
<td></td>
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<tr>
<td>Pediatrics</td>
<td></td>
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</tbody>
</table>
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:


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


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

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


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  and medical glossaries in several languages for a cost at  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/

Title VI and the Civil Rights Act of 1964  www.LEP.gov
NATIONAL MEDICAL INTERPRETER CERTIFICATION EXAMINATION REGISTRATION FORM

Before you begin...
Read the Candidate Information Bulletin before filling out this registration form. You must provide all information requested and submit the appropriate fee. PLEASE TYPE OR PRINT LEGIBLY. Registration forms that are incomplete, illegible, or not accompanied by the proper fee will be returned unprocessed. Registration fees are not refundable.

1. Legal Name: ____________________________________________________________
   Last Name                                                                 First Name
   M.I.

2. Candidate ID: ___________________________________________________________

3. Mailing Address: _______________________________________________________  Apt/Ste
   Number, Street
   City                                                                               State      Zip Code

4. Telephone: Home   _______________________________________________________  Office   __________________________________

5. Birth Date: M       M       D       D        Y       Y

6. Email: ________________________________________________________________

7. Examination: NATIONAL MEDICAL INTERPRETER CERTIFICATION EXAMINATION ($175)
   (Check one) ☐ FIRST TIME  ☐ RETAKE
   Total Fees Included: $__________  Payment of fees may be made by credit card, company check, personal check, money order or cashier’s check, made payable to PSI.
   If paying by credit card, check one: ☐ VISA  ☐ MasterCard  ☐ American Express  ☐ Discover
   Card No: ____________________________  Exp. Date: ____________________________
   Card Verification No: ______________
   The card verification number may be located on the back of the card (the last three digits on the signature strip) or on the front of the card (the four digits to the right and above the card account number).
   Billing Street Address: ____________________________________  Billing Zip Code: ______________
   Cardholder Name (Print): ____________________________________________  Signature: ____________________________

8. I am submitting the Exam Accommodations Request form and required documentation. ☐ Yes  ☐ No

9. Affidavit: I certify that the information provided on this registration form (and/or telephonically to PSI) is correct. I understand that any falsification of information may result in denial of licensure. I have read and understand the Candidate Information Bulletin.
   Signature: ____________________________________________  Date: ____________________________

If you are registering by mail or fax, sign and date this registration form on the lines provided.
Complete and forward this registration form with the applicable examination fee to:
PSI Services LLC * ATTN: Examination Registration IMIA
3210 E Tropicana Ave * Las Vegas, NV* 89121
Fax (702) 932-2666 * (800) 733-9267 * TTY (800) 735-2929 *
www.psiexams.com
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):

☐ Reader (as accommodation for visual impairment or learning disability)
☐ Extended Time
    (Additional time requested: ________________)

☐ Large-print written examination
☐ Other ________________________________

Complete and fax this form, along with supporting documentation, to (702) 932-2666 or email it to 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.