

# THE ROLE OF THE INTERPRETER IN END OF LIFE SITUATIONS

THURSDAY APRIL 11, 2019 6 – 7:30 PM

UMASS CENTER AT SPRINGFIELD  
TOWER SQUARE  
1500 MAIN ST. SPRINGFIELD, MA  
AND ONLINE—LIVE STREAMING



**Wilson Pedrazas BA, MM, CMI.**

Mr. Pedrazas is a certified medical interpreter with over ten years of experience working as a trilingual interpreter at Mass General Hospital. At MGH, he is responsible for face to face interpretation for consultations, family meetings and navigating patient visits. He also translates clinic letters, medical reports and procedure/discharge instructions. Wilson works closely with the MGH International Patient Office in assisting overseas patients. He is quite familiar with different cultural/socioeconomic backgrounds and caters communication appropriately to each individual. He assists end of life and palliative care patients by providing competent and compassionate support. He has also been one of the first interpreters at MGH to provide interpretation via video. Wilson is also a classically trained concert violinist and has performed throughout Latin America, Europe, and the United States. He is a former member of the Brazilian Symphony Orchestra and Glimmerglass Opera of New York. Currently, he divides his time between medical interpreting and performing as a member of the Portland Symphony Orchestra and Boston Ballet.

**Registration:** 5:30 pm    **Program:** 6:00 - 7:30 pm

**Registration Fee:** \$30    **Certificate Fee:** \$30  
**Psychologist Certificate Fee:** \$65

**Education Level**    Intermediate to Advanced

**Target Audience**    Medical Interpreters, RNs, Social Workers, Psychologists, and Medical Assistants

## Agenda

Review real life cases where the interpreter's role is crucial to outcome:

- Child declared brain dead
- Patient declared brain dead
- Health care proxy struggles with DNR decision

## Description

This one and a half-hour workshop focuses on the role of the medical interpreter in end-of-life decisions. Some of the most challenging situations an interpreter faces are when a patient is dying and the interpreter has to be the conduit of bad news to the family.

**Learning Objectives:** At the end of this training, medical interpreters will be able to:

1. Define what a health care provider is and their role
2. Identify family members and their roles within the family structure
3. Describe the triadic meeting and its process
4. Explain the post-mortem organ donation process

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or by calling: 413-236-4500**

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**Registration:** Berkshire AHEC provides on-line registration for its continuing education programs. Please visit [www.berkshireahec.org](http://www.berkshireahec.org) to register for this and all upcoming programs. Payment can be made with all major credit cards or check. If you are unable to register electronically, Berkshire AHEC staff would be pleased to register you by phone. Please call us at (413) 236-4500 between 8 a.m. and 4 p.m., Monday through Friday.

**Certificates & Completion Requirements:** Participants are expected to log in on time, attend the entire program and complete an evaluation. Certificates will be mailed to the address provided upon registration after confirmation of log-in records & receipt of an evaluation.

**CCHI:** Accredited for 1.50 CE hours by CCHI/CEAP

**IMIA:** Approved for 0.15 IMIA CEUs, CEU code 19-1003

**Nursing:** This program meets the requirements of the Massachusetts Board of Registration in Nursing at 244 CMR 5.00 for 1.8 contact hours

**Social Worker:** Application for social work continuing education credits has been submitted. Please contact us at [berkshireahec.org](http://berkshireahec.org) for the status of social work CE accreditation

**Psychologist:** Application for psychology continuing education credits has been submitted. Please contact us at [berkshireahec.org](http://berkshireahec.org) for the status of psychology CE accreditation

**Medical Assistants:** Application for medical assistant continuing education units has been submitted. Please contact us at [berkshireahec.org](http://berkshireahec.org) for the status of medical assistant CEU accreditation

**Refunds:** Berkshire AHEC does not provide refunds after 10 full calendar days prior to the date of the program. If an individual requests a refund after that due to illness a partial credit towards a conference occurring in the same fiscal year may be issued if Berkshire AHEC is notified before the close of business the day prior to the conference. Credits for cancellation due to illness will only be issued once per fiscal year per learner.

**Special Requests:** If you are hearing impaired, or are a person who is differently abled who requires accommodations, please contact Berkshire AHEC 15 days prior to the training.

**Information: Berkshire AHEC 413-236-4500 Website:** [www.berkshireahec.org](http://www.berkshireahec.org)

### **MEDICAL INTERPRETER ONLINE TRAINING REQUIREMENTS**

Web conference courses use Zoom software as indicated in each course description. All first-time web conference students must learn to use the software before their first class. Please go to [zoom.us](http://zoom.us) to download software and make sure firewall is off for this site. Once you are registered, Silvana Kirby will forward the UMASS URL for web conference classrooms in online services.

#### **Computer minimum specifications:**

##### **Windows**

2GHz Intel Core™ Duo or faster processor, 8GB RAM

Windows 8 or 10

Web Browsers (versions): Chrome v50 or later, Firefox v45 or later, Internet Explorer 11.0.9 or later, Edge for Win10

##### **Macintosh**

2GHz Intel Core™ Duo or faster processor,

8GB RAM Mac OS 10.10 and 10.11

Web Browsers (versions): Chrome v50 or later, Firefox v45 or later, Safari v8 or later

##### **We do not support**

Beta versions of any software

Taking courses or viewing videos on mobile devices (upon approval)

Linux

**Internet Speeds:** Download/upload: minimum 3 Mbps, use a wired connection. You can check at <http://www.speedtest.net>

**Video:** Students are required to use a webcam during class.

**Audio:** Be prepared to use a microphone during class. We recommend a Logitech H390 headset, but any USB headset should be adequate. Do not use a microphone that is built into a laptop.

**ZOOM:** Zoom will automatically download when a user connects to the correct URL. In most cases, an applet will open upon download. If your web browser prohibits the auto-launch please double-click on the downloaded file. Zoom courses are video intensive; a good webcam and microphone are required. If this is your first Zoom course, you must complete a training session before the first class. Please schedule a session with Silvana Kirby prior to class starting to make sure you are connected correctly.

**Student expectation: We expect a professional student environment while in class. Please limit the amount of background noise while taking the class. Participant location should be in a quiet setting, with limited background distraction. Participant is required to be on video at all time while class is being presented. If participant does not comply with these requirements, online participation will be terminated.**

**If you are unable to connect, you are required to attend a live session in the assigned locations.**



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