Guide to the Online Medical Knowledge and Terminology Certification Training

CISOC

CISOC'S Background

Established in 1993, the Cultural Interpretation Services for our Communities (CISOC) is a non-profit, charitable organization that strives to provide the highest quality interpretation and translation services in order to facilitate equitable access to health, legal, social, educational, community and other services to non-English- or non-French-speaking clients. The agency, which offers services in over 60 languages, 24 hours per day, seven days per week (including holidays), is governed by a voluntary board of directors.

The organization was the result of collaboration amongst several committees and agencies. Since 1993, CISOC has worked successfully as an independent provider of interpretation and translation services to a broad spectrum of organizations and individuals. The agency currently responds to approximately 1,100 calls for interpretation and translation requests each month and is well-respected for its dedication to maintaining excellent service standards.

In 1994, at the request of Ontario's Ministry of Citizenship, Culture and Recreation, CISOC developed the Community Interpreter Language and Interpreting Skills Assessment Tool (CILISAT). The tool evaluates the language and interpretation proficiencies of people applying for certification as community interpreters in any of 50 high-demand languages. CISOC manages and administers CILISAT certification in these 50 languages throughout Ontario, as well as in two centres in Alberta, two in British Colombia, and one centre each in Québec, Manitoba, Nova Scotia and Saskatchewan.

In 2009, CISOC started the development of the Online Community Interpreter Certification Program and it was fully launched in June 2010. This program responds to the need for flexibility and accessibility for bilingual and multilingual newcomers and Canadians who wish to pursue careers as community interpreters but who can not certify through regular in-house training programs.

Responding to demand, in 2013, CISOC launched its Online Medical Knowledge and Terminology Certification Training for those wishing to improve their interpretation skills in the medical field. It provides learners with extensive training in both the theoretical knowledge applied in medical settings, as well as the key terms used during medical interpretations. The training has since been modified to be applicable to a wide variety of industries, including (but not limited to): interpreters; translators; non-medical hospital and community health centre staff; medical insurance providers; and individuals who work as a liaison between medical professionals and the general public.

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Introduction to the Medical Knowledge and Terminology Certification Training

An understanding of medical knowledge and terminology is an important part of the job for many people. For example, medical interpretation is a complex and demanding part of a community interpreter's work. Interpreters act as a bridge between peoples and cultures, and like a bridge, they require a solid understanding of the technical language used in various settings. For medical interpreters, that knowledge requires a thorough understanding of both the theory and language used by medical professionals.

The Medical Knowledge and Terminology Certification Training offers a complete course of study designed to enable interpreters, translators, non-medical staff, medical sales staff, etc. to work effectively in medical or medically-related environments. Through a mix of academic content, quizzes, and audio pronunciation guides, students will learn the knowledge and language necessary to carry out their jobs effectively and accurately.

About Online Learning

The Online Medical Knowledge and Terminology Workbook can be accessed from any computer with an internet connection. The workbook offers students the ability to study at their own pace and plan study sessions around their own schedules. Studying online requires the same commitment of time and effort as studying in a classroom. Therefore, students are advised to set aside a time to study when they know they will not be disturbed. Being consistent in one's efforts will make it easier to measure progress and ensure that full advantage can be taken of the material provided.

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Technical Requirements

In order to access the Medical Knowledge and Terminology workbook, students will need internet access (preferably high-speed) and the ability to listen to audio.

Copyright Information

The contents of the workbook, including all printed material, graphics and recorded material, are protected under copyright laws in Canada and other countries. By registering for the Medical Knowledge and Terminology Certification Training, you are granted access to view the material online. All other use is strictly prohibited.

One exam voucher is included with the purchased workbook for the final test. Certificates for those who pass the test will be issued in the name of the registered student.

The Medical Knowledge and Terminology Workbook

The Medical Knowledge and Terminology Workbook is divided into 17 units covering the following topics:

Unit One:	Medical Terminology
Unit Two:	Body Systems
Unit Three:	Medical Specialities, Signs and Symptoms of Disease, and Diagnostic
Unit Four:	Body Fluids, Blood, Lymphatics, and Immunity
Unit Five:	The Cardiovascular System
Unit Six:	The Respiratory System
Unit Seven:	The Digestive System
Unit Eight:	The Endocrine System
Unit Nine:	The Integumentary System
Unit Ten:	The Musculoskeletal System
Unit Eleven:	Neurology and Mental Health
Unit Twelve:	The Male Reproductive System
Unit Thirteen:	The Female Reproductive System
Unit Fourteen:	The Urinary System
Unit Fifteen:	The Eyes, Ears, and Senses
Unit Sixteen:	Cancer
Unit Seventeen:	Pediatric Medicine

Workbook Access

The workbook provides approximately 186 hours of instructional materials. Students will have access to the workbook for six months (180 days) from the date of purchase. After this time, access codes will no longer be valid. It is essential that students are able to meet the time commitment necessary to complete the course within the noted time limit. CISOC does not track student progress through the workbook. Students are responsible for monitoring their own progress to ensure they can complete the training on time. Only selected parts are printable.

Unit Structure

Units are divided into six parts:

1. **Unit Introduction:** The introduction outlines the section's learning objectives and the key concepts covered in the unit.

2. **Printable Word Parts:** Each unit contains a list of the word parts that combine to form medical terms. Even though there is significant repetition among these lists, it is important to print them all. This will assist you in recognizing the terms that are most commonly used.

3. **Unit Sections:** The academic material in each unit (except Unit 1) is divided into various sections: anatomy and physiology; common diseases and disorders; and diagnostic tests and treatments.

4. **Supplementary Terms:** At the end of each unit (except Unit 1) is a list of supplementary terms that provide additional information about the unit's subject matter.

5. **Quizzes:** Each unit contains a series of quizzes to assist you in monitoring your understanding of the learning material covered. (Note: Quizzes in Unit 1 are embedded throughout the learning material while all quizzes in other units are located at the end of the learning material.)

6. **Audio-Assisted Pronunciation Guides:** It can be difficult to know how to pronounce medical terms. For this reason, we have provided you with an audio facility (denoted by a speaker icon) to help you learn how to pronounce selected terms. These are distributed throughout the units.

Quiz Answers

Quizzes are not interactive; therefore, you must use pencil and paper to answer the questions. You can check your answers by opening the "Answer" windows.
It is in the student's best interests to answer each question before opening the Answer window. Treat the quizzes as you would any test.

The Examination

The examination is based solely on the medical terminologies that are listed in your Word Parts sections. You will be asked to decipher individual word parts; combine word parts to create a medical terms; and identify the meanings of medical terms that are formed from combined word parts.

Support

If you have questions concerning the content of the workbook or are experiencing technical problems accessing the workbook or any of its sections, support is available at **training@cisoc.net**.

Language Skills - For Interpreters Only

A successful interpreter must be fluent in more than one language. The Medical Knowledge and Terminology Workbook does not measure language proficiency and does not teach languages. Its scope is to provide community medical interpreters with the skills needed to conduct effective medical interpretations.

We suggest that anyone considering completing this training have their language skills assessed through CILISAT or another reputable agency before enrolling. Many universities and colleges offer assessments (for a fee) in select languages.
For help locating an evaluation centre near you, please contact **training@cisoc.net**.

The CILISAT is a CISOC-delivered test which measures proficiency in 50 languages.
For information about CILISAT, please contact **cilisat@cisoc.net** or visit our website at **www.cisoc.net**.

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Introduction to the Medical Knowledge and Terminology Certification Test

Students who have purchased the workbook are able to sit for an online exam. Those who pass the test will receive the certification in Medical Knowledge and Terminology, issued by CISOC.

Students who do not pass the test the first time can take the test again. However, if their access to the workbook has expired they will not be able to use the workbook as a study resource.

It can take up to two weeks to receive your mark. Please consider this when scheduling your exam. Students are advised to leave enough time to receive their mark and, if necessary, still have access to the workbook in order to review for a second test.

Medical Knowledge and Terminology Certification Test

The examination consists of a computer-based randomized selection of questions. It contains 8 sections with a total of 100 questions.

The exam takes two hours to write; please keep track of the time as the exam will terminate itself after two hours. If you complete the exam within the two hour time frame, you are advised to use the extra time to review your answers before submitting them. Once you have submitted your test, there is no way to add or change answers.

Purchasing an Exam Voucher

Students who have purchased the workbook will also receive an electronic exam voucher which will allow them to sit for the Medical Knowledge and Terminology Certification Exam. The voucher consists of a one-time-use code which is needed to access the online exam. Additional exam vouchers can be purchased online if needed by registered students.

Taking the Test

Exams are taken online. Students can contact CISOC at **training@cisoc.net** if they have any questions.

NOTE

The voucher used to access the exam is a single-use code that, once entered into the system on the day of the exam, becomes invalid. The code cannot be used again and the cost of the voucher cannot be refunded. If, for whatever reason, you decide to reschedule your exam, you must do so before entering your exam code to avoid forfeiting both the code and the voucher fee.

After the Test

Certificates will be mailed to students who have passed the test within a week of notification. At the time of notification, students will be asked to verify the name that will appear on the certificate and the address to which the certificate will be mailed.