

FAQS ON UI HEALTH BILINGUAL CERTIFICATION PROCESS

These FAQs were compiled by SEIU 73 in collaboration with UI Health



1. Who is considered eligible for the bilingual certification bonus?

A. Eligibility is not automatic however, Clerical, Technical, and Professional employees identified as having the specialty factor in their job description and those who frequently utilize their bilingual skills when providing patient care should speak with their director/manager for consideration.

2. What is a specialty factor?

A. A specialty factor is a prerequisite for a position. Specialty factors are based on a specific knowledge, skill, ability, or other work characteristic assigned to a position and is considered basic to, and essential for, satisfactory performance of the duties and responsibilities of the position. If your position has a specialty factor, it will be noted in your job description. The specialty factor is not required to be eligible for the bilingual certification bonus.

3. Who should take steps to become eligible for the bilingual certification?

A. Employees that are frequently utilizing their bilingual skills and/or have the specialty factor on their Job Description should reach out to their director or manager.

4. What do I need to become eligible for the bilingual certification and receive the bilingual certification bonus?

A. Have a conversation with your director/manager regarding the use of your bilingual skills. Management can reach out to their Employee Relations Representative to provide eligibility approval and test-taking instructions.

5. Which languages can I be certified for?

A. This is based on frequently utilized bilingual skills

6. How much is the bilingual certification bonus?

A. \$750 one-time payment

7. My manager said that they don't know anything about the bilingual certification process, who should I tell them to contact?

A. Their Employee Relations Representative

8. I requested that a specialty factor be added to my job description, and I was denied, what do I do now?

A. Contact the Member Action Center for SEIU Local 73 at (312) 787-5868 or mac@seiu73.org.

9. My position has been approved as eligible for the bilingual certification bonus. How do I sign up to take the test?

A. Please have your manager contact their Employee Relations representative to submit the approval and your information. Once this is done your supervisor will provide you with registration and test-taking instructions. If you need assistance scheduling time to take the test, speak with your supervisor first. If you continue to have issues, contact the Member Action Center for SEIU Local 73 at (312) 787-5868 or mac@seiu73.org.

FAQS ON UI HEALTH BILINGUAL CERTIFICATION PROCESS

These FAQs were compiled by SEIU 73 in collaboration with UI Health



10. How much does the test cost out of pocket?

A. It varies, however, UI Health has agreed to reimburse up to \$165.00 dollars for the test-taking fee when the certification is successfully obtained. Exam costs vary based on the language you seek to be tested in.

11. Can I test during work hours?

A: With prior approval from your manager and operations permitting you may test during work hours; UIC does not guarantee space or equipment necessary for testing and will not be responsible for loss of test payment due to technical difficulties.

12. What steps do I need to take to be reimbursed for the exam fee?

A. All reimbursements are processed through Chromeriver. Chromeriver is the online employee reimbursement program for the University of Illinois housed in the Office of Business and Financial Services. You will have to work with your manager and/or department administrative person on this. If you have any issues submitting your request, or you do not receive confirmation that your reimbursement has been processed within one month of the reimbursement request being submitted on Chromeriver, contact the Member Action Center for SEIU Local 73 at (312) 787- 5868 or mac@seiu73.org.

13. After uploading proof that I passed the certification, how long will it take to receive the \$750 bonus?

A. The process is dependent on various factors listed in the Q&A. For that reason, there is no estimated time given for this process.

14. I do not have the bilingual certification*, but I keep being asked by supervisors or coworkers to translate, what should I do?

A. A discussion should take place between you and your manager to review the Hospital protocols for interpretation/translation services for patient care. Employees need to follow the standardized process to request a translator. If you do not have the certification, but are being directed to translate anyways, document the date, time and name of the individual who directed you and contact the Member Action Center for SEIU Local 73 at (312) 787-5868.

**Having a bilingual certification does not qualify an employee to be a medical interpreter or translator. A bilingual certification qualification differs from a translator's qualification. To be a translator or medical translator you'll typically need a degree or postgraduate qualification in translation.*