

Communication Engagement Training: Interpreting and Communicating for Difficult Health-related Conversations



Friday, September 18, 2026

1 – 3 p.m. ET | 12 – 2 p.m. CT | 11 a.m. – 1 p.m. MT | 10 a.m. – 12 p.m. PT



REGISTER NOW FOR THIS FREE TRAINING

Communication Engagement Training: Interpreting and Communicating for Difficult Health-related Conversations

(<https://events.gcc.teams.microsoft.com/event/421984b6-e195-4be6-8049-106b07822d2b@eb14b046-24c4-4519-8f26-b89c2159828c>)

LEARNING OBJECTIVES

- Identify best practices for person-centered communication during difficult health-related conversations.
- Recognize the complementary roles of the interpreter and clinician/resettlement staff member.
- Discuss advanced skills for building rapport, communicating clearly, handling tension, and demonstrating empathy when working across languages and cultures.

PRESENTER



Priscilla Ortiz, PhD, CMI-Spanish
Language Services Program Manager
Children's Hospital of Philadelphia

MODERATOR



Kate Yun, MD, MHS
Attending Physician
Children's Hospital of Philadelphia

CME/CONTINUING EDUCATION

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the Minnesota Medical Association and Minnesota Department of Health. The Minnesota Medical Association (MMA) is accredited by the ACCME to provide continuing medical education for physicians. MMA designates this live internet activity for a maximum of **2.0 AMA PRA Category 1 Credit(s)**[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

For healthcare interpreters, this program is accredited by CEAP for 1.5 CE hours, CEAP accreditation #11226 of 2026.

Other participants are responsible for determining if this training meets CE criteria for their professional organization.

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For more information or disclosures, please visit [Minnesota Center of Excellence in Newcomer Health \(www.health.state.mn.us/communities/rih/coe/index.html\)](http://www.health.state.mn.us/communities/rih/coe/index.html). Contact the Minnesota Department of Health Refugee Health Program at MNCOENewcomerHealth@state.mn.us or 651-201-5414 for questions.