

Providing Quality Health Care to a Multicultural America

Kern Health Systems' commitment is to provide quality health care to our culturally and linguistically diverse member population.



Kern Family Health Care (KFHC) has Limited English Proficient (LEP) members, who do not speak English as their primary language and who have a limited ability or inability to speak, read, write, or understand English. Interpreters must be made available as needed by face to face or telephone encounters with physicians, physician extenders, registered nurses, or other personnel who provide medical or health care advice to KFHC members. In addition, interpreter services must be available at all pharmacy sites during pharmacy service hours. LEP patients must be asked at every visit if they want an interpreter. **Please document the request, use and/or refusal of language or interpreter services in the patient's chart at every visit.**

Discourage the Use of Family Members or Friends as Interpreters

Kern Health Systems (KHS) discourages the use of family members, friends and especially minors from performing interpretive services for KFHC members. This has the potential to jeopardize the quality and/or accuracy of information that is relayed to the KFHC member and may also present a hardship if the family/friend/minor must deliver confidential information.

How to Access Telephonic Interpreters

During KHS Office Hours: Contact our Member Services Department at 1-800-391-2000. A Member Services Representative will assist you or connect you with Language Line Services.

After KHS Office Hours: Contact our On Call Nurse at 661-331-7656. The On Call Nurse will connect you with Language Line Services.



**Kern Family
Health Care**

The Friendly Face
Of Kern Health Systems

1-800-391-2000 • kernfamilyhealthcare.com

