



# PROVIDER *bulletin*

October 15, 2020

## Language Assistance Bulletin

Dear Provider:

Kern Health Systems (KHS) is committed to providing quality health care to our culturally and linguistically diverse member population. To assist providers in better communicating with members that are limited in their English proficiency (LEP), KHS provides telephone, in-person and video remote interpreting services. Telephone interpreting is available 24 hours a day, 7 days a week. In-person and video remote interpreting services must be scheduled at least 5-7 days in advance of an appointment through KHS' Member Services Department.

**During KHS Office Hours:** Contact KHS' Member Services Department at 1-800-391-2000. A Member Services Representative will connect you with one of our interpreting services.

**After KHS Office Hours:** Contact our On-Call Nurse at 661-331-7656. The On-Call Nurse will connect you with our telephone interpreting service.

### Tips for Effective Interpretation

- Speak Slowly
- Use simple words and avoid jargon
- Repeat important information
- Avoid technical language (if possible)
- Give information in small chunks
- Ask patients to repeat back to you important information
- Be aware and attentive
- Ask one question at a time
- Don't make assumptions

Additional training and resources are available under the KHS Provider Resources webpage:  
<https://www.kernfamilyhealthcare.com/providers/provider-resources/cultural-and-linguistic-services/>

For more information, contact your Provider Relations Representative at (661) 664-5000.

Thank you,

Melissa Lopez  
Provider Relations Manager