

PROVIDER Bulletin



KERN HEALTH SYSTEMS

May 10, 2023

American Sign Language (ASL) Interpreting Services

Dear Provider,

Kern Health Systems (KHS) commitment is to provide quality health care to our culturally and linguistically diverse member population. To assist providers in better communicating with patients that are limited in their English proficiency (LEP), deaf, or hard of hearing, KHS provides video remote interpreting (VRI) services.

During KHS Office Hours: Contact KHS Member Services Department at 1-800-391-2000 to connect to an interpreter and/or to request an onsite or Video Remote Interpreter (VRI) interpreter.

After KHS Office Hours: Providers must call 1-800-391-2000 and choose option 2 for the Advice Nurse Line. Once connected, the KHS member ID (MEM#) must be provided to the vendor and then you will be connected to the ASL interpreter via VRI.

Tips:

- Speak slowly
- Ask one question at a time
- Use simple words and avoid jargon
- Allow the interpreter time to interpret
- Ask patients to repeat back to you important information

To access the Video Remote Interpreting Provider Training Guide, please see link below:

<https://res.cloudinary.com/dpmykpsih/image/upload/kern-site-353/media/1917/lls-vri-provider-training-guide-2020.pdf>

Additional training and resources are available under the KHS Provider Resources webpage:

<https://www.kernfamilyhealthcare.com/providers/provider-resources/cultural-and-linguistic-services/>

For any questions, please contact your Provider Relations Representative at 661-664-5000.

Sincerely,

Melissa McGuire
Deputy Director of Provider Network
Kern Health Systems