



PROVIDER *bulletin*

September 9th, 2021

Effective Use of Interpreter Training

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 who are limited in their English proficiency (LEP), KHS' Cultural & Linguistics Services Team has developed a training resource to help maximize the use of professional interpreters during medical encounters. The training: "The Effective Use of Interpreter Training" is now available on the KFHC website.

To access the Effective Use of Interpreter Training, visit the Cultural & Linguistic Services section of the Provider Resources portion of our website:

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

Telephonic Interpreting is available for KHS providers 24 hours a day, 7 days a week. During KHS Office Hours: Contact KHS' 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 KHS at 1-800-391-2000 and select option 2 for the Advice Nurse Line. Inform the Advice Nurse Line of the need for an interpreter and you will be connected to a telephonic interpreter.

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

Thank you,

Melissa Lopez
Provider Relations Manager

