

Translation Services

at Kennedy Health Alliance



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Kennedy Health Alliance (KHA) is required to provide meaningful access to translation services for Limited English Proficient (LEP) patients. LEP patients are individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English.

The office staff at KHA will make LEP patients aware that he/she has the right to request interpretation services without charge, or can use his/her own interpreter, if preferred. Our staff has been trained to provide patients with the translation service information needed, so patients can make informed decisions based on their individual preference.

KHA is prohibited from allowing office staff members to provide interpretation for patients' personal health information. However, bilingual physicians are authorized to speak directly to patients in their mutual native language, if the patient prefers.

Frequently Asked Questions

I'm an LEP patient. What are my options for communicating with my KHA provider?

Kennedy Health Alliance offers the following translation service options for LEP patients:

- Bilingual healthcare providers
- Language line for interpretation
- A family member or friend, designated by the patient

How does the language line work?

LEP patients have the option to request language line interpretation services free-of-charge.

When scheduling the patient's appointment with KHA, please inform the patient service representative that the patient will require translation services, and specify which language the patient speaks.

Upon arrival, our office staff will have the language line prepared to interpret the conversation between

the patient and their healthcare provider. Two cordless phones with an interpreter connected will be ready in the exam room.

Can I use a family member or friend as my interpreter?

Some LEP patients may feel more comfortable when a trusted family member or friend acts as an interpreter. KHA must respect a patients' decision to use a family member or friend for interpretation. LEP persons are not required to use family members or friends as interpreters.

However, patients must consider personal information discussed in the guidance of a healthcare provider that may affect whether a family member or friend should serve as an interpreter, such as: whether the situation is an emergency, concerns over competency, confidentiality, privacy or conflict of interest.

About Kennedy Health Alliance

Kennedy Health Alliance (KHA) is a network of primary and specialty care physician practices throughout southern New Jersey that provides patients with high-level, efficient healthcare services, close to home. KHA acts as a "gateway" to good health - connecting patients and their family members with medical expertise, primary care and specialty services. KHA's team of medical professionals uses a coordinated approach to care that focuses on each patient's individual needs, while linking their patients to other important services, including medical specialists, hospitals, home health care, laboratory testing, and various outpatient programs, as needed.



For more information, visit
www.KennedyHealthAlliance.org