

LEXINGTON

200 + languages

90 in Fayette Co. Public Schools



- . Approximately 23% of people in Lexington speak a language other than English.**
- . The top 10 Foreign languages in Lexington are Spanish, Arabic, Nepali, French, Mandarin, Japanese, Kinyarwanda, Korean, and Portuguese.**
- . *Data from Global LEX.***



How to have a successful medical appointment



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How many of you can remember the first time you went to the doctor in a language other than your first language? It can be a scary experience. Going to the doctor can be scary, anyway. Even when we know enough to go to the store even just to buy groceries, we may not know the correct terminology in another language.

We certainly want to understand what the medical personnel tell us.

. You have the right to an interpreter when you go to the hospital or medical appointment.



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You have the right to an interpreter when you go to the hospital or a medical appointment.

Kentucky State law requires that hospitals have interpreters, either on site or by telephone 24 hours a day. Doctor's offices should also have access to interpreters.

The right to an interpreter is for **anyone**, no matter your immigration status. You should never be asked to bring your own interpreter. Using a staff interpreter protects you and the health care provider.

You should never be charged for an interpreter, nor should you offer money or gifts to your interpreter.

You should never be denied service because you speak another language.

Making an appointment ahead of time should help you to have an interpreter present at your appointment.

Depending on availability, the interpreter may be in person, by phone, or by internet with a video conference.



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Besides hospital visits and doctor's appointments, you may request an interpreter for laboratory tests, diagnostic screening, physical therapy, or counseling.

Sign language interpreter



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People who are deaf or hard of hearing also have the right to a sign language interpreter. This right is protected by the Federal Americans with Disabilities Act

In many clinics you will see a poster offering interpreter's services:

<h1>Your Right to an Interpreter</h1>		<p>You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.</p>
<p>Albanian</p> <p>Shqip</p> <p>Keni të drejtën për përkthyes falas gjatë vizitës mjeksore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejimë një përkthyes për viziten mjekësore.</p>	<p>Amharic</p> <p>አማርኛ</p> <p>የለምንም ወጪ አስተርጓሚ የማግኘት መብት አለዎት። የሚናገሩትን የሚርዱትን ቋንቋ በመጠቀም ያመልክቱ። አስተርጓሚ እስኪጠራ ድረስ እባክዎ ይታገሱ።</p>	<p>Arabic</p> <p>عربي</p> <p>بحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يرجى منك أن تشير بإصبعك إلى لغتك كي نستدعي المترجم المعني. . يرجى منك الإنتظار لحين استدعاء المترجم.</p>
<p>Armenian</p> <p>Հայերեն</p> <p>Դուք իրավունք ունեք առանց որևէ վճարի թարգմանիչ ունենալ: Խնդրում ենք մատնանշեք ձեր լեզուն և ձեր համար թարգմանիչ կկանչենք: Խնդրում ենք սպասել:</p>	<p>Bengali</p> <p>বাংলা</p> <p>আপনার অধিকার রয়েছে বিনামূল্যে একজন দোভাষী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোন্টি তা দেখিয়ে দিন। একজন দোভাষীকে ডাকা হবে। অনুগ্রহ করে অপেক্ষা করুন।</p>	<p>Cape Verdean Creole</p> <p>Criolu di Cabu Verdi</p> <p>Nhôs tem direito a um intérprete gratuito di nhôs língua. Mostra qual qui nhôs língua pa nô podi tchoma intérprete. Nhôs aguarda um momento, por favor.</p>
<p>Chinese - Simplified</p> <p>中文</p> <p> <small> Chinese 广东话 普通话 台山话 台湾话/福建话 闽语 </small> </p> <p>你有权要求一位免费的传译员。请指出你的语言。传译员将为你服务，请稍候。</p>	<p>Chinese - Traditional</p> <p>中文</p> <p> <small> Chinese 廣東話 國語 台山話 台灣話/福建話 閩語 </small> </p> <p>你有權利要求一位免費的傳譯員。請指出你的語言。傳譯員將為你服務，請稍候。</p>	<p>Dari</p> <p>دری</p> <p>شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید.</p>
<p>French</p> <p>Français</p> <p>Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter si'il vous plaît!</p>	<p>German</p> <p>Deutsch</p> <p>Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/in wird gerufen. Bitte warten Sie.</p>	<p>Greek</p> <p>Ελληνικά</p> <p>Είναι δικαίωμά σας να χρησιμοποιήσετε διερμηνέα χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλούμε, υποδείξετε τη γλώσσα που μιλάτε. Θα ειδοποιήσουμε ένα διερμηνέα. Παρακαλώ περιμένετε.</p>
<p>Haitian Creole</p> <p>Kreyòl Ayisyen</p> <p>Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap relé yon entèprèt pou ou. Tanpri ret tann.</p>	<p>Hebrew</p> <p>עברית</p> <p>יש לך את הזכות למתורגמן ללא כל עלות לך. אנא הצבע על השפה שלך. המתורגמן ייקרא. אנא המתן.</p>	<p>Hindi</p> <p>हिंदी</p> <p>आपको बिना कोई शुल्क दिए दुभाषिया सेवा पाने का अधिकार है। कृपया अपनी भाषा को इंगित करें। दुभाषिया को बुलाया जाएगा। कृपया प्रतीक्षा करें।</p>
<p>Hmong</p> <p>Hmoob</p> <p>Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj. Thov taw tes rau koj hom lus nov. Mam hu tus txhais lus. Thov nyob tos.</p>	<p>Italian</p> <p>Italiano</p> <p>Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.</p>	<p>Japanese</p> <p>日本語</p> <p>通訳を無料でご利用になれます。該当する言語を指示して下さい。通訳を手配いたしますのでお待ち下さい。</p>

Interpreters are part of the team.



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Interpreters are considered part of the team. They must by law guard your confidentiality. In the US, this is called your *Right to Privacy*, and you may hear it referred to as **HIPAA**. (The **H**ealth **I**nsurance **P**ortability and **A**ccountability **A**ct of 1996).

Many written materials should also be available to you in your language.

- . **Primary care appointment**
- . **Pediatrician**
- . **Specialist**
- . **Emergency Department (hospital)**
- . **Urgent Care Clinic**
- . **Little clinics like Krogers or Walmart**

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The condition of the patient determines the type of medical service you should use. The US medical system uses many types of providers:

Doctors

Nurse practitioners

Physician assistants

Specialists, such as Dermatologists, Surgeons, and OB/GYN.

If you, plan to stay in the U.S. for a while, you and your children should have a **Primary Care Provider** (PCP). Your child's PCP is called a *pediatrician*. Children are required to have checkups to enter school and will probably have a yearly checkup. Certain vaccines are also required.

If you have an emergency, you may go to the Emergency Room (or Emergency Department) at a hospital. Many times, the wait is long there, and people with more serious conditions, such as heart problems or serious accidents, are seen first. Emergency rooms in hospitals are also much more expensive than other services.

If you have a problem that is not life threatening, you may go to an **Urgent Care Clinic**. These clinics are open more hours than your Primary Care Physician's office and can be visited without an appointment. There are also small **walk-in clinics** at Kroger's and Walmart.

Primary care clinics and specialists require appointments.

If you have Insurance...

Make sure your card is up to date

If you don't have insurance...

Bluegrass Community Health

1306 Versailles Road

131 North Eagle Creek Drive

Mission Lexington

230 South Martin Luther King Blvd

**Financial assistance through
University of Kentucky**

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Insurance

If you have insurance, make sure the card is up to date, and take it with you to your appointment or hospital.

Your insurance may be limited to certain hospitals or clinics.

No Insurance

If you do not have insurance, there are some clinics that will see you anyway, and will charge according to your ability to pay:

Bluegrass Community Health

1306 Versailles Road OR 131 North Eagle Creek Drive

Mission Lexington

230 South Martin Luther King Boulevard

The University of Kentucky Health Care also offers financial assistance, but you must apply for it.

If you or your husband is a student at UK, you should have insurance through the university.

APPOINTMENTS

- . **Full Name**
- . **Date of birth**
- . **Phone number**
- . **Type of insurance**
- . **Short description of your problem**
- . **Need an interpreter**
- . **Language you speak**

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The best way to make an appointment is to have someone call for you in English. You should have the following information ready:

Your **full name**

Your **date of birth** (DOB)

Your **phone number**

The type of **insurance** you have

A short description of the **problem** you want the doctor to treat.

example: a sore throat

a backache

a headache

If you need a **general checkup**, you may also ask for that. Appointments for general checkups usually last longer than appointments for specific problems.

Be sure that the person who calls for you tells the office that you need an **interpreter** for the appointment and tells them what **language** you speak.

Name
If you can, spell it.
I speak _____
Phone number
Say "Interpreter"

. What you may hear:
"Wait a minute.
We will call you back with an
interpreter,"

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If you don't have someone to call for you in English, be prepared to spell your name *in English* and tell your birthdate and your telephone number *in English*. Also say what language you speak.

"I speak _____."
Then say: "interpreter."

You may hear them say, "Wait a minute." That means they are going to get an interpreter or get an interpreter on the phone.

If the clinic does not have an interpreter available at the moment, they should offer to call you back using an interpreter.

See pages 15 for example dialogues for making an appointment.

AT THE APPOINTMENT



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When you go to an appointment:

Be prepared to describe in short sentences the problem that you need to be treated for. Be as specific as possible.

Speak to the nurse or doctor. He or she should also speak directly to *you* and then allow time for the interpreter to speak.

Don't be ashamed to tell the nurse, doctor, or interpreter that you don't understand.

When you make a follow up appointment, make sure you request an interpreter.

Medical staff are here to help you!

DO NOT be afraid!x

What about schools?



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In Fayette County Schools, there are more than 90 languages. There is a team of 80 to 85 interpreters representing more than 35 languages.

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If English is not your native language, you have the right to request an interpreter for all school-related meetings and events at no cost to you.

Simply communicate it to school staff, and they will arrange it.

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Example Dialogues for Making an Appointment

Dialogue 1:

1. Hello. Medical clinic. May I help you?
2. *I need to see a doctor.*
1. What is your name?
2. *Maria Velazquez.*
1. Could you spell that please?
2. *M-a-r-i-a V-e-l-a-z-q-u-e-z*
1. What is your date of birth?
2. *February 2, 1992*
1. Thank you. What is your phone number?
2. *859 312 0000*
1. Thank you. Do you have insurance?
2. *Yes. Humana #000 000 000 001*
1. Why do you need to see the doctor?
2. *I have a backache.*
1. Could you come tomorrow at 11:00?
2. *Yes, thank you. I need an interpreter for the appointment. I speak Spanish.*
1. OK. We will have an interpreter for you. Thank you.

Dialogue 2:

1. Hello, Medical Clinic. May I help you?
2. *No English. I speak French. Interpreter, please.*
1. What is your telephone number?
2. *859 000 0000*
1. We will call you back with an interpreter.
2. *Thank you.*