



# KNOW YOUR LANGUAGE ACCESS RIGHTS

## YOU HAVE A RIGHT TO HEALTH SERVICES IN YOUR LANGUAGE!

- Yes!
- When you have trouble talking to a doctor, nurse, social worker or other health worker in English, you can ask for a qualified interpreter.
- Some groups, such as **hospitals, clinics, nursing homes and health departments** are required to provide language interpretation services at no costs to you.

## WHAT DOES THIS MEAN TO YOU?

- You can ask for **FREE** interpretation services.
- You should not need to bring a family member, friend or young child to interpret.
- A qualified interpreter will be able to help you understand medical words.
- Certain written information may be given to you in your language.

## WHICH ORGANIZATIONS CAN YOU ASK FOR HELP?

Organization Name	Health Services	Interpretation / Translation	Complaints	Referral /Education
<b>Arizona Alliance for Community Health Center</b> 1-602-288-7569				x
<b>Asian Pacific Community in Action</b> 1-602-265-4598		x	x	x
<b>Maricopa Integrated Health System</b> 1-602-344-5011	x	x		
<b>Mountain Park Health Center</b> 1-602-323-3242	x			x
<b>Arizona Department of Health Services, Arizona Health Disparities Center</b> 1-602-542-1219			x	x
<b>U.S. Department of Health and Human Services (DHHS), Office for Civil Rights</b> 1-800-368-1019			x	
<b>U.S. Department of Justice</b> 1-202-514-2000			x	
<b>DHHS, Region IX Office for Civil Rights</b> 1-415-437-8310			x	

Content is adopted from Asian Pacific Community in Action's "Know Your Rights" program. This is a project of the Arizona Health Alliance for Language Access Rights (AHALAR), a group of professionals devoted to creating and sustaining a welcoming environment that embraces Language Access Services (LAS) in Arizona.





# 了解您获得语言帮助的权利

**您有权要求用自己的母语获得医疗服务！**

- 是的！
- 如果您与医生、护士、社工或其他健康工作人员用英语交流困难，您可以要求配备一名合格的口译员。
- 某些团体（比如医院、诊所、护理院和卫生部门）必须向您免费提供语言口译服务。

**这对您来说意味着什么？**

- 您可以要求**免费**口译服务。
- 您无需让家人、朋友,特别是未成年的孩子充当口译员。
- 合格的口译员可以帮您理解医学术语。
- 您可能收到翻译成您母语的某些书面资料。

**您可以向哪些组织求助？**

组织名称	健康服务	口译/笔译	投诉	转诊/教育
• Arizona Alliance for Community Health Center 1-602-288-7569				√
• Asian Pacific Community in Action 1-602-265-4598		√	√	√
• Maricopa Integrated Health System 1-602-344-5011	√	√		
• Mountain Park Health Center 1-602-323-3242	√			√
• Arizona Department of Health Services, Arizona Health Disparities Center 1-602-542-1219			√	√
• U.S. Department of Health and Human Services (DHHS), Office for Civil Rights 1-800-368-1019			√	
• U.S. Department of Justice 1-202-514-2000			√	
• Region IX Office for Civil Rights 1-415-437-8310			√	

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