

TRANSLATION AND INTERPRETATION RESOURCES FOR FAMILIES



Language Services

Children's Mercy values effective communication and equal access for all patients and their families.

Interpretation services are offered free of charge by qualified medical interpreters. Some are Children's Mercy staff and others work for outside agencies.

We do not allow children under the age of 18 to interpret.

Interpreting services may be provided in the following ways:

- In person: an interpreter will be physically present during the appointment.
- Video: interpreter is available on video, iPad, or computer.
- Telephone: interpreter is available over the phone via dual headsets, speaker phone or conference call.

Interpreters are available to help with language needs at any Children's Mercy location. If you would like to request a medical interpreter during your appointments and one has not already been provided, let our staff know.

Tips for working with interpreters

- Medical interpreters are trained to speak in 1st person, as if they were you.
- They are your voice and interpret everything that is said, including side conversations.
- Everything discussed during the appointment will be kept confidential.
- Speak directly to your health care team members, not the interpreter.

We are a teaching hospital, and you may encounter medical students, residents, interpreting students, and other learners during your visit.

Additional Services

Bilingual Patient Guide

Bilingual Patient Guides help families with limited English proficiency who are admitted to the hospital or have a complex diagnosis. The Bilingual Patient Guide will support you to overcome barriers to care, connect to hospital and community resources, and help you to better navigate the healthcare system.

Translation Services

We provide some written materials that are translated into Spanish and other languages. These include patient education handouts, consent forms, brochures, and other key documents.

Assistive devices

We have devices and services for patients and caregivers with disabilities, including devices for people with vision and hearing loss. We encourage you to inform our staff of any specific language or communication needs you may have.

Qualified Bilingual Staff

The Qualified Bilingual Staff (QBS) program tests bilingual staff for medical language skills, allowing them to do their job in the second language but not to interpret for others.

QBS staff will have an orange badge behind their picture indicating the other language they speak (e.g., Español).

How to reach an interpreter by phone

When you call the main hospital number (816) 234-3000, select Option 2 to connect with an interpreter. They will help you speak to the appropriate clinic or location.

[childrensmercy.org](https://www.childrensmercy.org)

