

LIST OF MEMBER LANGUAGES BY SERVICE AREA
Revised February 1, 2013

At Network Health, we support your efforts to deliver linguistically appropriate health care services. This language list can help you anticipate the linguistic needs of your patients, allowing you to deliver effective health care by providing resources in their native language. Please find your service area below for a list of the languages our members most often report as their native language. Service areas are grouped by region: [Greater Boston](#), [Central](#), [Northern](#), [Southern](#), and [Western](#).

To help you provide linguistically appropriate care, we have displays, brochures, and other printed materials available in many of your patients' languages. In addition, we offer translation services in more than 170 languages. To request any of our free language resources, you or your patients can call us at **888-257-1985**.

GREATER BOSTON

Boston		Revere	
English	55.4%	English	59.5%
Spanish	14.6%	Spanish	25.5%
Chinese	14.0%	Portuguese	3.7%
Vietnamese	4.0%	Arabic	3.3%
Haitian (French) Creole	2.3%	Chinese	2.4%
Cape Verdean (Portuguese) Creole	1.6%	Vietnamese	1.8%
Portuguese	1.1%		
Quincy		Somerville	
English	45.8%	English	65.5%
Chinese	31.4%	Spanish	12.5%
Cantonese	4.5%	Portuguese	6.1%
Vietnamese	3.3%	Haitian (French) Creole	3.7%
Mandarin	3.1%	Hindi	2.2%
Spanish	1.3%	Chinese	2.0%
Portuguese	1.1%		
Arabic	1.1%		

CENTRAL

Athol		Gardner	
English	98.8%	English	85.7%
		Spanish	11%
Framingham		Southbridge	
English	79.8%	English	82.7%
Spanish	7.6%	Spanish	15.3%
Portuguese	6.8%		
Chinese	1.6%		
Arabic	1.3%		

	Waltham		Worcester	
English	70.8%	English	73.8%	
Spanish	6.9%	Spanish	16.9%	
Chinese	6.7%	Vietnamese	3.5%	
Russian	2.5%	Arabic	1.2%	
Portuguese	2.1%	Portuguese	1.0%	

NORTHERN

	Beverly		Lynn	
English	94.5%	English	70.3%	
Portuguese	2.3%	Spanish	21.2%	
Spanish	2.0%	Portuguese	1.6%	
		Vietnamese	1.4%	

	Gloucester		Malden	
English	95.5%	English	60.6%	
Spanish	1.5%	Chinese	9.6%	

	Haverhill		Malden	
English	87.6%	Portuguese	8.7%	
Spanish	9.9%	Spanish	6.2%	
		Haitian (French) Creole	4.0%	
		Vietnamese	2.3%	
		Arabic	1.4%	
		French	1.1%	

	Lawrence		Salem	
English	58.2%	English	84.5%	
Spanish	37.8%	Spanish	9.6%	
		Portuguese	2.3%	

	Lowell		Woburn	
English	75.2%	English	83.8%	
Spanish	10.2%	Portuguese	4.2%	
Khmer	5.3%	Chinese	2.4%	
Portuguese	2.2%	Spanish	2.1%	
Vietnamese	1.3%	Hindi	1.4%	
Hindi	1.0%			
Chinese	1.0%			

SOUTHERN

	Attleboro		Barnstable	
English	89.5%	English	83.1%	
Spanish	2.0%	Portuguese	7.2%	
Chinese	1.5%	Spanish	3.2%	
Arabic	1.5%	Chinese	1.7%	
Vietnamese	1.1%			
Hindi	1.0%			

Brockton	
English	75.2%
Cape Verdean (Portuguese) Creole	7.2%
Portuguese	4.9%
Haitian (French) Creole	4.3%
Spanish	3.2%
Chinese	1.1%
French	1.1%

Fall River	
English	85.3%
Portuguese	6.6%
Spanish	5.0%

Falmouth	
English	97.1%

Nantucket	
English	82.4%
Spanish	13.0%
Thai	1.2%
Portuguese	1.2%

New Bedford	
English	82.1%
Spanish	8.1%
Portuguese	5.1%
Cape Verdean (Portuguese) Creole	2.0%

Oak Bluffs	
English	90.7%
Portuguese	8.3%

Orleans	
English	94.3%
Portuguese	1.2%
Chinese	1.0%

Plymouth	
English	96.9%

Taunton	
English	90.1%
Portuguese	4.2%
Spanish	2.0%
Chinese	1.1%

Wareham	
English	96.5%
Arabic	1.9%

WESTERN

Adams	
English	95.9%
Hindi	1.4%

Greenfield	
English	98.0%
Chinese	1.0%
American Sign Language	1.0%

Holyoke	
English	72.8%
Spanish	26.1%

Northampton	
English	88.3%
Spanish	3.0%
Hindi	1.7%

Pittsfield	
English	92.5%
Spanish	3.7%

Springfield	
English	80.3%
Spanish	13.3%
Vietnamese	2.3%

Westfield	
English	83.2%
Russian	8.7%
Spanish	2.5%
Arabic	1.1%