

Culturally and Linguistically Appropriate Health Education Materials & Resources

How to Access Your Patient's Language Needs

<https://www.westernhealth.com/provider>

By accessing WHA's secure Provider Portal, a patient's individual and dependent(s) spoken language preferences are available, when provided by the subscriber or patient, in the *Verify Patient Eligibility* search engine of the home page. Simply enter the patient's WHA ID number or the subscriber's social security number.

<https://www.westernhealth.com/provider/secure/language-assistance-program>

WHA's Language Assistance Program (LAP) site, also on WHA's Provider Portal, offers a guide on the use of LAP and a link to WHA's LAP Guide, which includes an *I-Speak Language Identification Guide*.

Health Education Materials for Members

<https://medlineplus.gov/languages/languages.html>

Health Information and Patient Education is available in 57 languages, arranged by language and browsable by health topic, by MedlinePlus through the National Institutes of Health: US National Library of Medicine. The information is available as a printable PDF and shareable website links.

Cultural Competence Training and Resources for Providers

<https://thinkculturalhealth.hss.gov>

Think Cultural Health is a website sponsored and developed by the US Department of Health and Human Services: Office of Minority Health. It features information, continuing education opportunities for physicians and other medical professionals, resources, and opportunities to learn about culturally and linguistically appropriate services (CLAS).

<https://thinkculturalhealth.hhs.gov/education/physicians>

Cultural Competence Training for physicians, nurse practitioners, and physicians' assistants available for 9 CME/CNE.

Health Equity, Cultural Sensitivity & Diversity Training, and Resources for Providers

- ★ <https://www.cmadoocs.org/webinars> • Health Equity; free CME from the California Medical Association. Key word search: *health equity*
- ★ Earn up to 6.5 CME on Health Equity; free to members of the California Academy of Family Physicians.
- ★ <https://www.queercme.com/store> • Gender Affirming medical care CME/CE from an expert in the field with lived experience. There are free and paid learning opportunities.
- ★ <https://www.lgbtqiahealtheducation.org/resources> • CME and toolkits offered by the National LGBTQIA+ Health Education Center
- ★ <https://public.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/culturalsensitivitytrainings.html> • Cultural Sensitivity and Unconscious Bias from Optum

Diversity Communication and Interpreter Services

https://www.iceforhealth.org/library/documents/Better_Communication,_Better_Care_-_Provider_Tools_to_Care_for_Diverse_Populations.pdf

Health Industry Collaborative Effort (HICE) offers resources for improving communication and care for diverse populations, guidelines for gender inclusive language, interpreter quality standards guidelines, and language proficiency assessment resources.