

## Culturally and Linguistically Appropriate Health Education Materials and Resources

### ★ How to Access Your Patient's Language Needs and Interpreter Resources

By accessing WHA's secure Provider Portal, a patient's or 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. Simple enter the patient's WHA ID number or social security number of the subscriber.

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

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 Language Assistance Program Guide, which includes an *I-Speak Language Identification Guide*.

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

### ★ Health Education Materials for Members

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

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

### ★ Cultural Competence Training and Resources for Providers (available on WHA's Provider Portal)

Think Cultural Health offers opportunities to learn about culturally and linguistically appropriate services (CLAS). Training offered includes:

- A Physician's Guide to Culturally Competent Care (9 CME) •  
<https://thinkculturalhealth.hhs.gov/education/physicians>
- Culturally and Linguistically Appropriate Services in Nursing (4 CNE) •  
<https://thinkculturalhealth.hhs.gov/education/nurses>

### ★ Health Equity and Diversity Training and Resources for Providers

- <https://www.cmadocs.org/webinars> • *California Medical Association* | free CME; search for "health equity"
- <https://www.familydocs.org/health-equity-free-enduring-cme-for-aafp-members> • *California Academy of Family Physicians* | free Health Equity CME for AAFP members
- <https://www.queercme.com/store> • *QueerCME* | 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> • *National LGBTQIA+ Health Education Center* | CME and toolkits offered
- <https://public.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/culturalsensitivitytrainings.html> • *Optum BH* | LGBTQ+ Mental Health Training available

### ★ Diversity Communication

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.

[https://www.iceforhealth.org/library/documents/HICE\\_C&L\\_Services\\_Provider\\_Toolkit\\_2024.pdf](https://www.iceforhealth.org/library/documents/HICE_C&L_Services_Provider_Toolkit_2024.pdf)