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, Trauma-Informed Care & Disability Training and Resources for Providers

* **https://www.cmadocs.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://public.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/culturalsensitivitytrainings.html** • Free on-demand Health Equity, Cultural Sensitivity, and Unconscious Bias training from Optum
* **https://www.lgbtqiahealtheducation.org/resources** • CME and toolkits offered by the National LGBTQIA+ Health Education Center
* **Clinician Guide for Trauma-Informed Care** • A toolkit created by the National Coalition for Sexual Health with grant support from the U.S. Department of Health and Human Services.
* **Health Equity Framework for People with Disabilities (ncd.gov)** • Training, toolkits and strategies to support patients with disabilities offered by the Centers for Disease Control and Prevention.

Diversity Communication and Interpreter Services

https://storhicelibrary.blob.core.windows.net/library/documents/HICE_C&L_Services_Provider_Toolkit_2024.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.