

Standard 4: Cultural Competence

4.1 The Team demonstrates sensitivity to individual differences that affect the dynamic relationship between the Team and the patient and family/caregiver.

30. How do you communicate with patients and families for whom English is not their primary language? Do you use interpreters or translated materials?

Interpreters are available for all evaluations and treatment. In-person interpreters follow our patients through their team visit. Phone interpreters are utilized when an in-person interpreter is not available. The team intake questionnaire, medical record release of information, dental and sleep screening tools and all teaching materials are readily available in clinic in both the English and Spanish language. Our translation department will translate all of our documents to any language upon request.

31. Do you have training in cultural and ethnic diversity for your team members? How is this training applied in clinical encounters? Please describe:

Our team meets quarterly to review educational videos that discuss the cultural and ethnic diversity. An opportunity for discussion follows the review of the instruction.

Currently we see a diverse patient population, including patients of the Hispanic/Latin, Muslim and Arabic cultures in clinic. Over the past year our team has watched and discussed the following video's in order to prepare us in providing the best and safest care to our patients and families:

Considerations When Providing Services to Muslim Families

Arabic Culture (provides basic information regarding the impact of Arabic culture on providing health care)

Hispanic/Latin Culture 2 (provides recommended ways for providers to become more sensitive when providing care to Hispanic/Latino patients/families)

4.2 The Team treats patients and families/caregivers in a non-discriminatory manner.

32. How do you inform patients and families/caregivers of their rights (e.g., patient bill of rights, Web site, institutional literature, etc.)?

The written Patient and Family Rights and Responsibilities form is shared with families at check-in. It is also posted in our waiting rooms and clinic. This information is formulated and provided by

33. Attach a copy of the Patient's Bill of Rights. Label as 4.2.33 and limit the attachment to five pages or fewer.