



# Culture and Communication in Healthcare at UVa Health System

04/08

## Introduction

Culture refers to values, beliefs, and behaviors of individuals and groups. Knowledge of cultural diversity is important because of its influence on health outcomes. A *Culture and Communication Toolkit* is available on each unit and clinic and on-line at:

<http://www.healthsystem.virginia.edu/internet/library/> to provide clinicians with helpful information.

This sheet lists available UVa Health System resources and how to access them.

## Chaplains

Provide supportive counseling and a comforting presence. Offer sacred literature such as Bibles, Korans, and devotional resources as well as bereavement materials. **Call 924-2642** or visit [www.healthsystem.virginia.edu/internet/chaplaincy/](http://www.healthsystem.virginia.edu/internet/chaplaincy/)

## UVa Health Resource Center

Offers Consumer Health Information and free, easy to read packets of health information to better help you or your patients better understand an illness, medication, treatment option, etc. Stop by the Center in the West Complex Lobby, **Call 924-5000**, or visit [www.healthsystem.virginia.edu/internet/healthresources/](http://www.healthsystem.virginia.edu/internet/healthresources/)

## Interpreters

- *Cyracom*: To reach an interpreter from any phone (offers 150 languages):-
  1. Call **1-800-481-3293**
  2. Enter our 9-digit account number: **501013449**
  3. Enter our 4 digit PIN number: **1111**
  4. Follow the voice prompts to select the language
  5. When the interpreter answers, give reason for call.
  6. When finished with the call, please hang up.
- *For an Interpreter*: Call **982-1794**
- *For a Sign Language Interpreter*: Call **982-1794**
- *For Document translation*: Call **982-1794**
- *Website*: <https://www.healthsystem.virginia.edu/intranet/language/>

## Patient and Guest Services

Located in Hospital Lobby (**Call 924-1122**) provide:

- *Adaptive equipment* to help people with vision or hearing loss including TTY Phone, Tape Recorder, Magnifiers, etc.
- *Computer access* for patients/visitors (Wireless PIN)
- Local *hospitality* information including lodging options & community services
- *Safekeeping & Lost and Found*
- *Care Pages training* – Website available for patients/families to communicate about patient's status
- *Culture, religious, or spiritual* information or literature
- *Interpreter services* including Cyracom™ phones, competency testing, and translation
- Compliments, complaints, concerns by walk in or phone at 924-8315

## **Television**

TV Guides listing channels and services are available in English in the Patient Handbook (PE 15007) and Spanish from the Interpreters (PE 15007S). Special health programming includes:

1. Video Request Channels 16 & 17. Call 2-1600 to show an educational DVD.
2. HealthTV - 24/7 Health Info on Channel 14
3. Newborn Channel in English on Channel 18 and Spanish on Channel 19
4. Relaxing video and music on Channel 2
5. Selected movies on Channel 8
6. Children's Hospital programming on Channel 12

## **Internet**

*The Health Sciences Library website* contains extensive resources for:

- Effective Health Communication
- Patient Education
- Patient Safety
- Cultural Diversity
- Health Disparities
- Ethics and Moral Distress

AVAILABLE AT: <http://www.healthsystem.virginia.edu/internet/library/>

*Culture Clues™*, created by the University of Washington Medical Center, are tip sheets for clinicians, designed to increase awareness about concepts and preferences of patients from the diverse cultures including: African American, Albanian, American Indian/Alaska Native, Chinese, Deaf, Hard-of-Hearing, Korean, Latino, Russian, Somali, Vietnamese. End-of-Life Care: Latino, Russian, Vietnamese.

Available from: <http://depts.washington.edu/pfes/cultureclues.html>

*The CIA World Fact Book* at [www.cia.gov](http://www.cia.gov) provides a good overview of the geography, people, economy, government, etc. of every country in the world.

*Medical Information in other languages (limited English proficiency)*

<http://www.healthinfotranslations.com>

[www.medlineplus.gov](http://www.medlineplus.gov) or [www.medlineplus.gov/salud](http://www.medlineplus.gov/salud) (Spanish)

<http://library.med.utah.edu/24languages/>

[www.healthyroadsmedia.org](http://www.healthyroadsmedia.org)

*Easy to read (low literacy) medical information*

[www.familydoctor.org](http://www.familydoctor.org)

[www.medlineplus.org](http://www.medlineplus.org)

[www.kidshealth.org](http://www.kidshealth.org)

## **INTRANET**

*Clinical Resource Portal* - A central source for useful clinical information.

On shared workstations with an **orange** screen background the Portal is the default Internet Explorer homepage. On individual computers with a **blue** screen background – type “portal” in the Internet Explorer address bar.

Contains the **Patient and Family Education Repository** to search for Patient Education Materials.

<https://www.healthsystem.virginia.edu/intranet/per/>

Also see **Micromedix CareNotes** for English and Spanish.



MicroMedix.Ink

(Link on Desktop)

*Patient and Family Education*

For more information about patient education including assessment, health literacy, addressing barriers to learning, cultural considerations, material development, see:

[www.healthsystem.virginia.edu/intranet/patient-education](http://www.healthsystem.virginia.edu/intranet/patient-education)

Please feel free to add to or customize your toolkit.

### Introduction to Toolkit

*Culture and Communication in Healthcare* (UVa Resources)

#### 1. **Culture Tools** (Clear Folder)

- *Cultural Communication Guide*
- *Culture Clues™* (Sample)

#### 2. **Communication Tools.** (Yellow Folder)

- *Patient Communication Chart – **SPANISH***
- *Survival Spanish Phrases*
- *Speech Board (Gold)*
- *Patient Communication Chart – **RUSSIAN***

#### 3. **Patient Involvement Tools** (Blue Folder)

- *Ask me three*
- *Newest Vital sign*
- *Personal Medicine List*
- *UVa Health Resources Bookmark*
- *Care Pages Bookmark*

#### 4. **Ethics Tools** (Red Folder)

- *Resources for Morally Distressing Situations*
- *What is Advance Care Planning?*

#### 5. **Hospital Television Program Guides - ENGLISH** (Green Folder)

See other side for details about each tool and where to order.

# Culture and Communication Toolkit Contents DETAILS (Inpatient)

## FOR COPIES OF PRINT MATERIALS

INFO (Patient Information) and PE (Patient Education) documents are available from:  
[UVa Printing & Copying Services](#) (quantities of 25 or more) OR  
[Patient and Family Education Repository](#) (download single copies)

### Introduction to Toolkit

*Culture and Communication in Healthcare at UVa Health System* (UVa Resources)  
Webpages at [www.healthsystem.virginia.edu/internet/library](http://www.healthsystem.virginia.edu/internet/library)

### 1. Culture Tools (Clear Folder)

*Cultural Communication Guide* (3<sup>rd</sup> Edition) – Overview of cultural communication guidelines and an introduction to general health considerations for: Anglo/Euro American, African, American Indian, Arab, Asian, Black/African American, Caribbean/West Indian, Eastern European, Hispanic/Latino, Native Hawaiian/Pacific Islander, Western European. (*Copies available from UVa Health Resource Center*)

*Culture Clues™*, African American, Albanian, American Indian/Alaska Native, Chinese, Deaf, Hard-of-Hearing, Korean, Latino, Russian, Somali, Vietnamese. End-of-Life Care: Latino, Russian, Vietnamese. (see sample)  
All available from: <http://depts.washington.edu/pfes/cultureclues.html>

### 2. Communication Tools. (Yellow Folder) [Available from UVa Printing & Copying Services](#)

<http://www.virginia.edu/uvaprint/> in quantities of 25 or more or download from the Patient and Family Education Repository at <https://www.healthsystem.virginia.edu/intranet/per/>

- *Patient Communication Chart* – **SPANISH** (INFO 90021S) – 11” x 17” tool containing Spanish-English phrases for clinician instructions, comfort and patient answers in the brief absence of an interpreter
- *Survival Spanish Phrases* (INFO 90020) – A reference booklet of greetings, pronunciation and important phrases in Spanish
- *Speech Board* (INFO 90022) is used for patients who are cognitively intact, can read and point.
- *Patient Communication Chart* – **RUSSIAN** (INFO 90021R) 11” x 17” tool containing Russian-English phrases for clinician instructions, comfort and patient answers in the brief absence of an interpreter

### 3. Patient Involvement Tools (Blue Folder)

- *Ask me three* – Questions patients can use to help them better understand their health
  - Available from <http://www.npsf.org/askme3/>
- *Newest Vital sign* – An evidence based method of assessing a patient’s literacy level
  - Available from <http://www.pfizerhealthliteracy.com>
- *Personal Medicine List* – *A pocket sized list of a patient’s medicines, allergies and vaccinations* (Available from UVa Health Resource Center (call 924-5000)– *English and Spanish*)
- *UVa Health Resources Bookmark* (INFO 90028)– Consumer health information resources
- *Care Pages Bookmark* (INFO 90029) – Website available for patients/families to communicate about patient’s status

### 4. Ethics Tools (Red Folder)

- *Resources for Morally Distressing Situations* (INFO 90032) – List of Health System Resources
- *Advance Directive Overview – What is Advance Care Planning* (PE 18005)

### 5. Hospital Television Program Guides (Green Folder )

English (PE 15007). Spanish available from Interpreter Office (982-1794)

Please feel free to add to or customize your toolkit.

### Introduction to Toolkit

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### 1. Culture Tools

*Cultural Communication Guide*

*Culture Clues™* (Sample)

### 2. Communication Tools.

- *Patient Communication Chart – SPANISH*
- *Survival Spanish Phrases*
- *Speech Board*
- *Patient Communication Chart – RUSSIAN*
- *English Hospital Television Program Guide*

### 3. Patient Involvement Tools

- *Ask me three*
- *Newest Vital sign*
- *Personal Medicine List*
- *UVa Health Resources Bookmark*
- *Care Pages Bookmark*

### 4. Ethics Tools

- *Resources for Morally Distressing Situations*
- *Advance Directive Overview – What is Advance Care Planning*

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See other side for details about each tool and where to order.

# Culture and Communication Toolkit Contents DETAILS (Outpatient)

## Introduction to Toolkit

*Culture and Communication in Healthcare at UVa Health System* (UVa Resources  
Details at [www.healthsystem.virginia.edu/internet/library](http://www.healthsystem.virginia.edu/internet/library))

## FOR COPIES OF PRINT MATERIALS

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Sample *Culture Clues*<sup>TM</sup>, African American, Albanian, American Indian/Alaska Native, Chinese, Deaf, Hard-of-Hearing, Korean, Latino, Russian, Somali, Vietnamese. End-of-Life Care: Latino, Russian, Vietnamese. Available from: <http://depts.washington.edu/pfes/cultureclues.html>

### 2. Communication Tools.

- *Patient Communication Chart* – **SPANISH** (INFO 90021S) – 11” x 17” tool containing Spanish-English phrases for clinician instructions, comfort and patient answers in the brief absence of an interpreter
- *Survival Spanish Phrases* (INFO 90020) – A reference booklet of greetings, pronunciation and important phrases in Spanish
- *Speech Board* (INFO 90022) is used for patients who are cognitively intact, can read and point.
- *Patient Communication Chart* – **RUSSIAN** (INFO 90021R) 11” x 17” tool containing Russian-English phrases for clinician instructions, comfort and patient answers in the brief absence of an interpreter
- English Hospital Television Program Guide (PE 15007) and Spanish (PE 15007S)

### 3. Patient Involvement Tools

- *Ask me three* – Questions patients can use to help them better understand their health
  - Available from <http://www.npsf.org/askme3/>
- *Newest Vital sign* – An evidence based method of assessing a patient’s literacy level
  - Available from <http://www.pfizerhealthliteracy.com>
- *Personal Medicine List* – A pocket sized list of a patient’s medicines, allergies and vaccinations (Available from UVa Health Resource Center (call 924-5000)– English and Spanish)
- *UVa Health Resources Bookmark* (INFO 90028)– Consumer health information resources
- *Care Pages Bookmark* (INFO 90029) – Website available for patients/families to communicate about patient’s status

### 4. Ethics Tools

- *Resources for Morally Distressing Situations* (INFO 90032) – List of Health System Resources
- *Advance Directive Overview* – *What is Advance Care Planning* (PE 18005)

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### INTRANET

[Clinician Portal](#) – From a UVa computer, go to Internet Explorer. Type “PORTAL” in the URL address list to access a wide variety of clinical resources.

[Patient and Family Education](#) - For more information about patient education including assessment, health literacy, addressing barriers to learning, cultural considerations, material development.

### Health System Resources

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- *UVa Health Resources Bookmark* (INFO 90028)– Consumer health information resources
- *Care Pages Bookmark* (INFO 90029) – Website for patients/families to communicate about patient's status

### **4. Ethics Tools**

- *Resources for Morally Distressing Situations* (INFO 90032) – List of Health System Resources
- *Advance Directive Overview – What is Advance Care Planning* (PE 18005)

## **Television**

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