

WORKING WITH PATIENTS WITH LIMITED ENGLISH PROFICIENCY

Managing Implicit Bias



Recognize your own potential for implicit bias
Ask whether **stereotypes** are playing a role in how you are treating your patient

Practice empathy, curiosity, and respect
Use **trust-building strategies**

- **Express** intention to partner with the patient
- **Explore** patients' and families' perspectives on illness and treatment
- **Explain** the scenario without medical jargon
- Use **focused reassurance** to directly respond to individual patients' specific fears and concerns

Navigating Telemedicine



PRE-CONFERENCE WITH INTERPRETERS

Provide valuable background information
Explain the goals of the encounter
Encourage the interpreter to speak up with concerns from the patient

DURING THE ENCOUNTER

Pause frequently to ensure clarity
Avoid medical jargon
Ask **one** question at a time
Break sentences down into **short** sections

