

Practical Guide for Clinicians



Inspire
Change
Clinic

Why It Matters

Families from different cultural and language backgrounds may not fully understand medical updates, feel unheard, or hesitate to ask questions.

Good communication builds trust and supports shared decision-making.

Common Barriers

- Limited interpreter access
- Medical terms that don't translate clearly
- Families relying on informal interpreters
- Cultural or religious beliefs shaping health decisions
- Past negative experiences → mistrust
- Silence mistaken for understanding

What Families Need

- Clear, simple explanations
- Time and space to ask questions
- Validation of worries
- Culturally grounded examples
- Consistent messages from the care team

Culturally Sensitive Care

- Ask about beliefs that shape decisions
- Don't repeat myths word-for-word
- Connect care to values, family roles, or faith
- Respect autonomy and decision-making

Quick Communication Tips

Use Interpreters Fully

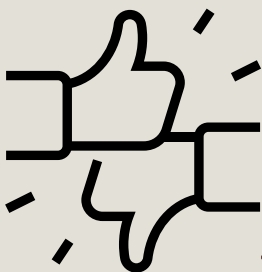
- Always use a trained interpreter
- Speak directly to the family
- Pause, check understanding

Build Trust

- "What worries you most?"
- Validate feelings ("That makes sense...")
- Be honest about what is known/unknown

Be Clear & Visual

- Use short sentences
- Avoid jargon
- Use visuals or analogies



Do: Listen, validate, slow down, use visuals, follow up.

Don't: Rush, assume understanding, rely on family interpreters, use jargon

- Refer families needing culturally concordant education
- Request to attend a session to observe peer-support communication
- Partner on community health events or teaching sessions **

Volunteer &
Community
Opportunities

At Inspire Change Clinic

- Support monthly Motherhood Circle sessions
- Support monthly Chronic Care and Mental Health sessions
- Assist with health fairs and community education classes
- Mentor or speak with youth in the Pathways to Medicine Fellowship
- Help develop health education materials (visuals, handouts, videos)
- Ask questions and learn how your patients learn

In the Broader Community

- Participate in local health education events (NSO, community centers)
- Engage in cultural humility and cultural competency workshops
- Volunteer with organizations serving immigrant and refugee families
- Offer specialty talks or skill-building sessions for parents or youth




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COMMUNITY RAPID RESPONSE

HEALING & SUPPORT FORUM

Standing Together in Care and Solidarity

 17 Thursday, January 15

 6:30 PM - 8:00PM

JOIN HERE



What we'll cover:

- Navigating healthcare during difficult times
- Understanding mental health support options
- Guidance from faith and community leaders
- General legal information
- Community resources and next steps

