

## Cultural and Linguistic Resources

### Websites

<http://erc.msh.org>

**The Provider's Guide to Quality and Culture**

Information on how to improve communication and health care for different ethnic groups. Includes information on how to use an interpreter. Good overview for providers.

[www.hhs.gov/ocr/lep](http://www.hhs.gov/ocr/lep)

**Office for Civil Rights:** Federal office responsible for investigating and enforcing Title VI. Documents regarding compliance with Title VI as it applies to providing services to Limited English Proficient.

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

**Cross-Cultural Health Care Program, Seattle WA**

Good resource for interpreters. Provides trainings for interpreters and has extensive program experience.

[www.healthliteracy.com](http://www.healthliteracy.com)

**Health Literacy Consulting**

Click on "Articles" to find excellent advice on doctor-patient communication and how to choose or design good patient education materials.

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

**California Healthcare Interpreters Association**

Professional organization for interpreters in health care settings; Good link to cultural organizations

Additional resources can be found at [www.cencalhealth.org](http://www.cencalhealth.org) in the Provider section under Cultural and Linguistic Resources/Provider tools and resources.

### Books on Writing and Designing Patient Information

- Clear and Simple: Developing Effective Print Materials for Low-Literate Readers, National Institutes of Health. Steps for materials development
- Teaching Patients with Low Literacy Skills by C. Doak, L. Doak and J. Root  
How to teach and help patients understand health messages
- Writing and Designing Print Materials for Beneficiaries: A Guide for State Medicaid Agencies. Health Care Financing Administration. Excellent resource for creating and assessing appropriate written materials.