See, Test & Treat – Supporting Low English Proficiency Patients

See, Test & Treat® is a one-of-a-kind opportunity for health care institutions to connect Low English Proficiency communities with the healthcare system. Here are some ways that organizations have supported LEP patients at their programs.

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| Activity | Description |
| General Program Implementation tips | The key to successfully supporting your LEP patients throughout the program is the ability to communicate effectively at every point in the program. If your institution has a language access coordinator or community health initiatives department, reach out to them to get tips on the best way to do this. Throughout the implementation of your program, make sure to:   * Provide in-language materials to patients * Make available interpreters (medically certified and volunteer)- Patients should not be required to bring their own interpreters. * Have volunteers at each station that speak various languages- make sure they have name tags identifying themselves as interpreters * Try to make events culturally specific. * Have an in-language registration person at the registration table that orients the patient to what will happen in the program in their language |
| Outreach | |  | | --- | | **Leverage Community Health Workers (CHWs) who already have rapport with communities to do education while recruiting.   Tips:** | | * Tell them why these screenings are important | | * Talk about importance of prevention and not waiting until something is wrong to see the doctor | | * Explain eligibility requirements | | * Utilize social media- Facebook has an algorithm to identify who is using what languages- boost your post to those who use target languages * Ideally outreach should be done in person at community events, however if conducting outreach through phone call, remember:   + Utilize interpreters to make phone calls   + Use motivational interviewing   + Pay attention to the time that you call patients- this may require evening calls, as many work during the day   + Keep barriers/stigma in mind - sometimes using the word "cancer" may turn the woman off to the conversation   + Try to find solutions to specific barriers   + Stay persistent- some patients may need several follow up calls.   + Prepare to involve the family with the conversation   + Leave a voicemail the first time you call, including the name of the program and the institution you are with – next time you call, identify yourself the same way you did in the voicemail.   + If the patients agree to come to See, Test & Treat, ask them if they have friends/family that would also be interested in getting their screenings | |
| Education | * Ensure that there are in language materials, interpreters and/or bilingual health educators * Pre-recorded educational videos can be used if bilingual educators/volunteers are not available. * Use lots of pictures to conduct health education * Recognize that the concept of prevention and screenings is very new to certain cultures- try to make your education focus on the importance of prevention |
| Screenings | To make patients more comfortable during their screenings:   * Ensure Bilingual Providers and Health Educators- many times patients are looking for female physicians that speak the language and understand the culture * Determine if populations have special needs or accommodations such as preferring female physicians, female interpreters or modesty gowns for certain populations |