



Cultural & Linguistics/ Disability & Sensitivity Training

Heritage Provider Network
&
Arizona Priority Care

Culture and Health Care Expectations

- Recognizing and acknowledging an individual's culture is essential to meeting health care expectations, reducing disparities, and improving access to high quality health care.
- Understanding an individual's culture affects communication regarding:
 - Who provides treatment
 - What is considered a health problem
 - What type of treatment is required
 - Where care is sought
 - How symptoms are expressed
 - How rights and protections are understood

Clear Communication Benefits

Clear communication is the basis for providing culturally competent care and:

- Reduces risk of malpractice
- Improves safety and compliance
- Improves physician & patient satisfaction
- Improves office processes (saves times and money)

