

We Understand the Language and Culture of Our Patients

We recognize that language misunderstandings and lack of cultural awareness can sometimes disrupt clear communication. We emphasize our understanding in those areas to make sure we can communicate clearly with our patients - no matter what language they're most comfortable speaking.

We want to ensure that all members have access to health care providers and services in their language of choice.

We Support You

The following are just some ways we demonstrate our commitment in assisting our patients. Free interpreter services to members with limited English proficiency via telephone or face-to-face interpreters at the providers' office.

- FREE sign language interpretation assistance for our hearing-impaired patients.
- Education programs that are designed for our providers and their staff, and our employees to improve their understanding of how a patient's cultural background affects their approach to healthcare.
- Programs that increase the awareness and understanding of different cultures are also, regularly organized for our diverse employee population.