

## **Checklist for Communicating Effectively with People who have Limited English Proficiency**

This checklist features a list of questions to ask yourself when you are communicating with an individual from a different ethno-cultural background who has limited English proficiency. By asking yourself these questions, you will increase the chances of communicating smoothly and ensuring that your message is understood.

- What is the client/patient's preferred language?
- Is it necessary to communicate using a Certified Healthcare Interpreter for this situation?
- Is poor English proficiency due to or complicated by a physical condition (e.g., a current or previous brain injury)?
- Have you specifically encouraged the client/patient to tell you about any issues, needs or problems they may be experiencing in the health care setting?
- Do you understand what the client/patient believes is causing the problem?
- Are you aware of the client/patient's priorities while receiving health services?
- Have you asked the client/patient about the level of family involvement they would like?
- Are you aware of any networks that may be available for support, for example religious groups or friends?
- Have you checked that the client/patient has understood the diagnosis, treatment plan, follow-up, etc.?
- Have you determined whether the client/patient is using any alternative treatments?
- Have you probed to determine whether the client/patient has any questions about any aspect of his or her treatment?
- Do you and the client/patient have a shared understanding and agreement?