

IMMIGRATION. HEALTH CARE.

# THE MEDICINE BOX PROJECT

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DISCUSSION GUIDE  
TO ACCOMPANY THE VIDEO

HEALTHCARE IN THE GLOBAL VILLAGE:  
PATIENT-CENTERED CARE



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## DISCUSSION QUESTIONS

### TO ACCOMPANY THE VIDEO

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- What changes can you make in your personal behavior in order to provide more patient-centered care?
- What changes can you make in your care delivery system in order to provide more patient-centered care to immigrants?
- What does patient-centered care mean to you?

# GUIDED LEARNING AND RELATED DISCUSSION QUESTIONS

HEALTHCARE IN THE GLOBAL VILLAGE: PATIENT-CENTERED CARE



The following Learning Statements, Discussion Questions and the corresponding Time Codes are to be used with the "Guided Learning" version of the video, available on the DVD.

Time Code	Guided Learning	Discussion Questions
2:02	Try to provide phone access to your patients in the language of their choice.	<ul style="list-style-type: none"><li>- If a patient calls your clinic or facility, are they given language options?</li><li>- What can you do to improve language access at your clinic or facility?</li></ul>
2:44	Know the fundamentals of good verbatim, first-person interpretation.	<ul style="list-style-type: none"><li>- What are some effective communication techniques you should utilize to communicate through an interpreter?</li></ul>
3:14	Studies show patients prefer professional interpreters over family members.	<ul style="list-style-type: none"><li>- Why is it so important that family members do not take part in interpreting for the patient? What are the reasons or risks involved?</li></ul>
3:48	In-person, professional interpreting is ideal, but telephone language lines offer a worthy alternative.	<ul style="list-style-type: none"><li>- Discuss some reasons why it is important to offer a variety of ways patients can communicate or express their needs in their preferred language?</li></ul>

## Time Code

## Guided Learning

## Discussion Questions

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4:14	Artwork and decor can reflect your patients' cultural experiences.	- How would you describe the decor of your clinic or patient care setting? Are there ways it can be improved to make patients feel more comfortable?
4:31	Providers and staff can reflect your patient population.	- What are some other ways you can make a patient feel more at home in your clinic or patient care setting?
4:51	Try to be aware of your own beliefs and potential biases.	- Take a moment to consider what your own biases might be. Do you approach a patient encounter with a set of expectations, however benign? - What are some ways you can eliminate potential bias?
5:36	With thought and care, Western medicine and traditional practices can coexist.	- Can you think of an instance in your own work where you were worried that a patient's cultural or traditional practices were at odds with your recommendations? How did you navigate the situation?
6:22	Recognize the importance of family as it relates to navigating the healthcare system.	- Why is it important to encourage active participation and feedback from the patient's family members?

## Time Code

## Guided Learning

## Discussion Questions

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7:51	Some patients may be more accustomed to a same-day access model of care.	- When working in a high-demand work environment, how do you respond to patients who come to the clinic asking to be seen without an appointment?
10:00	Different cultures can have divergent views of the principles behind informed consent.	- Can you think of an example in your own work where you were challenged to approach informed consent in a way that contradicted your own instincts? How did you navigate the situation?
11:06	Be curious, and be prepared by knowing the key questions to ask a patient.	- Take a moment to come up with two or three questions you can ask a patient to better get to know their personal story.