

Supporting Diverse Cancer Patients: Recommendations for Health Professionals and Cancer Services

INTERACTING WITH PATIENTS AND FAMILIES

- Engagement and connection are key
- Make appointments and phone calls in language
- Offer a meet-and-greet appointment
- Identify the preferred communicator
- Use official interpreter only, never family for medical discussions
- Take it slow with information- what are your key messages?
- Expect to repeat information
- Check understanding- use teach-back with OPEN questions
- Give information in first language or easy read English
- Use appointment summaries

CONSIDERATIONS FOR SERVICES

- Create an Easy English version before translating documents
- Use guidelines for creating accessible information.
- Make sure any picture cues you use are relevant (eg. depict what foods you actually have available for lunch, etc.)
- Provide cultural awareness/inclusivity training.
- Diversify your volunteer base (but remember they aren't interpreters).
- Complete Teach-Back module.
- Recognise barriers don't just sit with the patient- identify where your organisation makes engagement difficult.
- Connect with other services that support your patients.

Supporting Diverse Cancer Patients: Resources and Reading

UNDERSTANDING DIVERSE PATIENTS

- [Arthur Kleinman's 8 Questions: Understanding your client's health beliefs](#)
- [The effects of lifetime trauma exposure on cognitive functioning in midlife: Article](#)
- [We are Karen: video about history and background of Karen community in Bendigo](#)
- [NameDrop: name pronunciation service](#)
- [My Healthcare Rights: Australian Charter of Healthcare Rights](#)
- [My Healthcare Rights- Infographic: Australian Charter of Healthcare Rights](#)
- [Ramadan and Cancer: Cultural Fasting for Muslims: Macmillan UK](#)

WORKING WITH INTERPRETERS

- [Resource Hub: Centre for Culture, Ethnicity and Health](#)
- [Guides to assessing for and using interpreters: Western Sydney Local Health District](#)
- [Deciding when to use an interpreting service: Government of South Australia](#)
- [Video scenarios: TeamSTEPPS 8- Limited English Proficiency: Agency for Healthcare Research and Quality \(US\). Watch through all 4 for comprehensive examples](#)
 - [Video 4: Not using interpreter when required](#)
 - [Video 3: Using interpreter when required](#)

CANCER RESOURCES FOR DIVERSE PATIENTS

- [Easy-read cancer booklets: Macmillan UK site](#)
- [Macmillan easy read cancer treatment booklets- Australian, Karen and Dari versions \(coming soon\): Bendigo Community Health Services](#)
- [Cancer Treatments, Palliative Care, Advance Care Planning easy-read, Karen and Dari leaflets: \(coming soon\): Bendigo Community Health Services](#)
- [Multilingual mental health support resources- This Way Up: St Vincent's Hospital Sydney and University of NSW](#)
- [Easy-read cancer booklets: Cancer Council Australia](#)
- [Multilingual cancer resources: Cancer Council](#)

Supporting Diverse Cancer Patients: Resources and Reading

COMMUNICATION TOOLS

- [Talk to Me- Language support web-based application: St Vincent's Hospital Melbourne](#)
- [Talk to Me instructional video: St Vincent's Hospital Melbourne](#)
- [Pain communication tool for CALD communities: Australian Pain Society](#)
- [Appointment translator: Cancer Council](#)
- [Appointment translator: NSW Health](#)

EDUCATION FOR HEALTH PRACTITIONERS

- [Teach-Back online educational module: South Eastern Sydney Local Health District, Deakin University and University of Melbourne](#)
- [How to make Information Accessible- A guide to producing easy read documents: Change People](#)
- [Self-assess your cultural competence: Centre for Culture, Ethnicity and Health](#)
- [Managing chronic pain with torture and trauma survivors: Online education: NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors \(STARTTS\)](#)

FURTHER READING

- [The generosity of plain English: Article](#)
- [Trauma informed approaches to working with patients from refugee backgrounds: Australian Refugee Health Practice Guide](#)
- [Australian Government Multicultural Access and Equity Policy: and guidelines for implementation](#)
- [Ramadan Compendium- information to assist health care providers and their Muslim patients in decision-making around cultural fasting: British Islamic Medical Association](#)