

Do's and Don'ts of Talking About Virtual Care

with Spanish-Speaking Team Members

DO

Use clear & simple language.

Respect cultural views and beliefs.

Emphasize privacy and confidentiality.

Encourage questions and provide clear answers.

Be culturally inclusive.

Talk about First Stop Health often!

DON'T

Assume everyone is fluent in English

Use overly complex jargon.

Make assumptions about beliefs or practices.

Dismiss concerns or skepticism.

Forget about talking to eligible dependents.

Make virtual care a one-time conversation.