



## ¿No Comprende?

Online Health Resources to help English Speakers  
serve Spanish Speaking Communities



National Network of Libraries of Medicine  
Southeastern/Atlantic Region

<http://nnlm.gov/sea>

800-338-7657

Instructors may wish to add their names and contact information on this page.

**NN/LM Training:** We provide direct and train the trainer as well as prepared classes anyone can use or customize. Visit the NN/LM SE/A website under the 'Training and Educational Opportunities' tab.

**NN/LM Funding:** We fund health education and outreach projects. Visit the NN/LM SE/A website for more information under the 'Funding' tab.



## Agenda

---

- Introduction – 10 min
- Cultural Competence and Health Literacy – 20 min
- Spanish Language – 40 min
- Spanish Vocabulary – 15 min
- 15 Minute Break
- Evaluating Spanish Websites with exercises – 30 min
- Quality Health Information in Spanish with exercises – 1 hour
- Q/A, Evaluations, Certificates – 20 min
- Dismissal

Instructors may want to put the agenda into the time-frame of their scheduled class. For example:

8:00 - 8:30: Introduction

8:30 - 8:50: Cultural Competence and Health Literacy

8:50 - 9:30: Spanish Language

9:30 - 9:45: Spanish Vocabulary

9:45 - 10:00: Break

10:00 – 10:30: Evaluating Spanish Websites with exercises

10:30 – 11:30: Quality Health Information in Spanish with exercises

11:30 – 11:50: Q/A, Evaluations, Certificates

11:50 – 12:00: Dismissal



## Class Objectives

---

Participants will be able to:

- Define the basics of health literacy and cultural competence
- Identify online resources for basic, medical, and internet Spanish vocabulary
- Pronounce the letters in the Spanish alphabet
- Describe criteria for evaluating health websites and evaluate online health information resources that are in Spanish
- Identify reliable online Spanish health information resources



## Cultural Competence

**Cultural competence** refers to an ability to interact effectively with people of different cultures. Cultural competence comprises four components: (a) Awareness of one's own cultural worldview, (b) Attitude towards cultural differences, (c) Knowledge of different cultural practices and worldviews, and (d) cross-cultural skills. Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures.

~ Martin & Vaughn

- ❖ Synonyms: Cultural Sensitivity and Cultural Awareness
- ❖ Be sensitive to subcultures and differences that exist within the same culture.

Discussion: In what scenarios can you imagine cultural competence coming into play? What experience do you have interacting with different cultures? What have you found most helpful in interacting effectively with people from diverse cultures?



## Cultural Competence



<http://www.hrsa.gov/culturalcompetence>

- Assessment Tools
- Culture/Language Specific Resources
- Disease/Condition Specific Resources
- Health Professions Education
- Special Populations
- Training Curricula
- Web-based Training

The Health Resources and Services Administration (HRSA) provides excellent resources on Cultural Competence and Health Literacy, as well. Free online courses, training materials and culture/language-specific resources are highlights.

[Instructors: review the site and talk about your favorite features.]



## Cultural Competence

The Office of Minority Health  
1-800-444-6472

<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=1&lvlID=3>

- Guides & resources
- Link to CLAS standards
- Organizations & programs
- Policies, initiatives & laws
- Training Tools for physicians & others



<http://www.ahrq.gov/research/cultural.htm>

### **Setting the Agenda for Research on Cultural Competence in Health Care**

This pdf document examines how cultural competence affects health care delivery and health outcomes, and it is sponsored by the Agency for Healthcare Research and Quality (AHRQ) and the Office of Minority Health (OMH). This is Part I of the report, comprised of the introduction and key findings.

CLAS = National Standards on Culturally and Linguistically Appropriate Services

Both of these sites are excellent sources of statistical information about minority health.



## ¿Qué piensan ustedes?

What percentage of the US population is Hispanic?

- a) 10%
- b) 15%
- c) 20%

Answer: b) 15%



## ¿Qué piensan ustedes?

---

What percentage of the US population is Hispanic?

- a) 10%
- b) 15%**
- c) 20%

[www.census.gov](http://www.census.gov)

Answer: b) 15%





## ¿Qué piensan ustedes?

Hispanics are the nation's:

- a) largest minority group
- b) 2<sup>nd</sup> largest minority group
- c) 3<sup>rd</sup> largest minority group

Answer: a) largest minority group - with African Americans as 2<sup>nd</sup> largest and Asian Americans as 3<sup>rd</sup> largest



## ¿Qué piensan ustedes?

Hispanics are the nation's:

- a) **largest minority group**
- b) 2<sup>nd</sup> largest minority group
- c) 3<sup>rd</sup> largest minority group

[www.census.gov](http://www.census.gov)

Answer: a) largest minority group - with African Americans as 2<sup>nd</sup> largest and Asian Americans as 3<sup>rd</sup> largest



## ¿Qué piensan ustedes?

Put these countries in order from highest Hispanic population to the lowest:

Spain  
Mexico  
United States  
Colombia

Answer: Mexico, Colombia, United States, Spain



## ¿Qué piensan ustedes?

Put these countries in order from highest Hispanic population to the lowest:

**Mexico**  
**Colombia**  
**United States**  
**Spain**

[www.census.gov](http://www.census.gov)

Answer: Mexico, Colombia, United States, Spain



## Linguistic Factors Contributing to Language Barriers

- After a number of injections my jaw got number.
- The farm was used to produce produce.
- When shot at, the dove dove into the bushes.
- The insurance was invalid for the invalid.
- The buck does funny things when the does are present.
- I had to subject the subject to a series of tests.
- How can I intimate this to my most intimate friend?

Excerpted from the full poem, *Why is English so Hard to Learn?*  
<http://www.spellingsociety.org/news/media/poems/php>

(Reasons why your Spanish-speaking patients may not speak English or only speak a limited amount)

After first bullet, click to fly-in animation display of poem, "Why is English so Hard to Learn?" to illustrate a few of the inconsistencies new language learners contend with. After discussing it, click again to fly-out the animation and move to second bullet item.



## Extra-linguistic Factors Contributing to Language Barriers

- Speaking a new language to a native speaker can be intimidating.
- A lower socio-economic bracket makes up a higher percentage of Spanish-only speakers who are in the U.S. to work. This translates to a higher illiteracy rate for that population.
- Some Spanish-only speakers may be planning to be in the U.S. only temporarily.

Content on this slide provided by [www.handsonspanish.com](http://www.handsonspanish.com)  
Creator of "Pharmacy Spanish" and "Spanish for Nurses" online and live programs

(Reasons why your Spanish-speaking patients may not speak English or only speak a limited amount)

Patience and compassion are key to providing good health care to linguistic minorities.



## Health Literacy

"Most clinicians are surprised to learn that literacy is one of the strongest predictors of health status. In fact, all of the studies that investigated the issue report that literacy is a stronger predictor of an individual's health status than income, employment status, education level, and racial or ethnic group."

~ American Medical Association

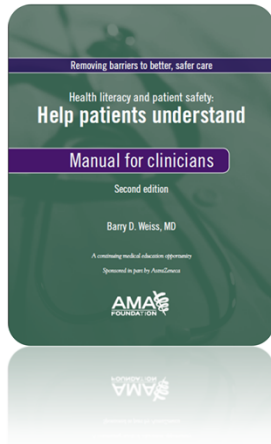
- Health literacy is the ability to read, understand, and act on health care information.
- It is the responsibility of both patients and health professionals to establish clear communication.
- According to the National Adult Literacy Survey (NALS), 50% of Hispanic Americans have reading problems.
- Health Literacy Toolkit from the NN/LM SE/A (National Network of Libraries of Medicine, Southeastern/Atlantic Region)  
<http://nnlm.gov/sea/outreach/healthlitkit/index.html>

Health Literacy is two-sided:

The literacy & comprehension skills of the patient are key, but so are the communication skills of the healthcare provider. Healthcare providers need education about Health Literacy as much as patients do.



## Health Literacy



This toolkit will enable clinicians to:

- Define the scope of the health literacy problem.
- Recognize health system barriers faced by patients with low literacy.
- Implement improved methods of verbal and written communication.
- Incorporate practical strategies to create a shame-free environment.

<http://www.ama-assn.org/ama1/pub/upload/mm/367/healthlitclinicians.pdf>





## Health Literacy

United Health Communication (UHC): Addressing Health Literacy, Cultural Competency, and Limited English Proficiency

### Health Literacy



FREE Online Course!

<http://www.hrsa.gov/publichealth/healthliteracy/>

About Health Literacy:

<http://www.hrsa.gov/publichealth/healthliteracy/healthlitabout.html>

[Free Online Course](#)

**Unified Health Communication (UHC): Addressing Health Literacy, Cultural Competency, and Limited English Proficiency** is free, on-line, go-at-your-own-pace training that has helped more than 4,000 health care professionals and students improve patient-provider communication.

HRSA = Health Resources and Services Administration  
[of the U.S. Department of Health and Human Services (DHHS)]



## Problems Encountered by Spanish Speakers in Taking Prescription Medications

- In a recent survey, over half of the Spanish-speaking respondents found it "impossible" to fully understand their prescription drugs because of language difficulties.
- **47%** of Spanish-speaking participants said they have at one time taken the wrong dosage because they had trouble translating the instructions into Spanish.
- Overall, 17% have performed an activity that they shouldn't have while on their medication.

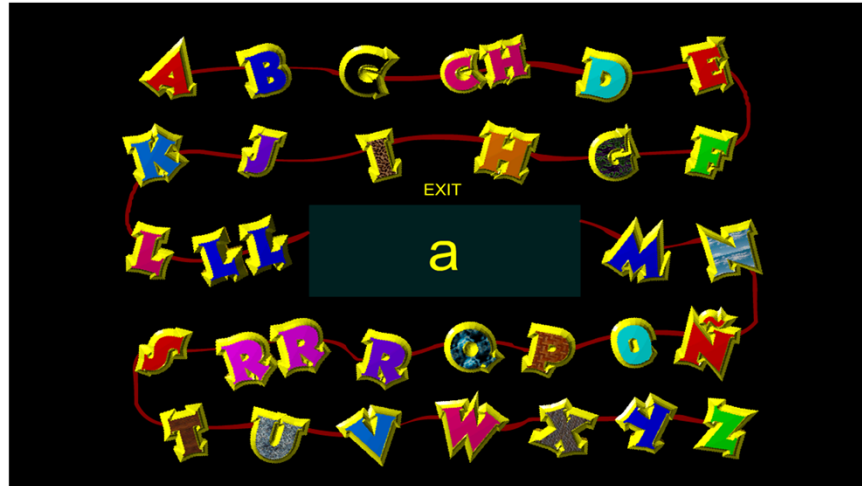
[http://www.transperfect.com/about/press/030402\\_poor\\_translation\\_medical.html](http://www.transperfect.com/about/press/030402_poor_translation_medical.html)

Example of "once" – Once a Day instructions are confused with the Spanish number "once" (pronounced ON-SAY) which means 11.



## Spanish Language: The Alphabet

[http://www.spanishspanish.com/alfabeto\\_ipower.html](http://www.spanishspanish.com/alfabeto_ipower.html)



Click on the site and hold the cursor over each letter of the alphabet. After the audio, the class should repeat the letter.



## Pronunciation: vowels

Spanish vowels are always pronounced in the same way – no exceptions.

|   |    |
|---|----|
| A | ah |
| E | eh |
| I | ee |
| O | oh |
| U | oo |
| Y | ee |

Spanish vowels are actually easier to pronounce than English vowels because Spanish vowels are ALWAYS pronounced the same way. No “hard” or “soft” vowels like in English.



## Pronunciation: consonants

|                                    |                                    |           |
|------------------------------------|------------------------------------|-----------|
| c                                  | s (before i or e)                  | gracias   |
| c                                  | k (before a, o, or u)              | Colombia  |
| g                                  | h (before i or e)                  | general   |
| g                                  | guh (before a, o, u, or consonant) | gato      |
| h                                  | silent                             | hombre    |
| j                                  | h                                  | jota      |
| ll                                 | y                                  | llama     |
| ñ                                  | ny                                 | niño      |
| qu                                 | k                                  | búsque    |
| r (beginning of word or double rr) | roll your tongue<br>rrrrrr         | rodilla   |
| r (single)                         | r or d                             | cerebro   |
| v                                  | Somewhere between v<br>and b       | viejo     |
| x                                  | x or h                             | México    |
| z                                  | s                                  | zanahoria |



## Pronunciation: accents

When speaking, the second to last syllable is normally accented:

- Esqueleto
- Enchilada

If there is an accent mark, accent that syllable instead:

- Información
- Mamá

Note: There are many exceptions to the accent rule.

Esqueleto = Skeleton



## Spanish Vocabulary: Basics

### Spanish Flashcards

<http://members.tripod.com/spanishflashcards>

- Excellent for learning basic Spanish vocabulary
- Main website is not too pretty or well designed, but vocabulary pages are very good
- Vocabulary sets use Macromedia Flash to feature audio and photos (move mouse over words)
- Topics include the alphabet, animals, clothing, illness, body parts, etc.



## Spanish Vocabulary: Basics

Flashcard Exchange

<http://www.flashcardexchange.com/tag/nnlm>

Mostly free with over 749,000 flashcards from 26 languages

- 14 main categories of words including science and medicine
- Flashcards are created by the Internet community
  - Add and share your own cards
  - Study in a variety of orders
  - Spell check with dictionaries in multiple languages
  - Download and import with MS Excel or text
  - Download to Palm Pilot or Pocket PC (paid feature)





## Spanish Vocabulary: Basics

---

Learn Spanish

<http://www.studyspanish.com/freesite.htm>

Includes tools for

- Pronunciation
- Grammar
- Vocabulary

Medical vocabulary:

<http://www.studyspanish.com/travel/medical.htm>



## Spanish Diacritics á - ñ - ¿ - ¡

In general, Spanish diacritics can be found in “Symbols” under the Insert menu on a PC:

- Accents (búsqueda)
- upside-down question marks (¿)
- Enyes (niño)

PC keyboard commands:

- Accent: Ctrl + ` + vowel
- Upside-down question mark: Ctrl+Shift+Alt+?
- Enye: Ctrl + Shift + ~ + n

Type Spanish accents: <http://spanish.typeit.org> – keyboard to type, cut and paste accented letters and other diacritical marks

Type Spanish accents is a site that provides an online keyboard with accented letters and other diacritical marks that can be typed, cut and pasted for use in emails and documents.

Keep in mind that PCs and Macs type diacritics using different methods. The University of Michigan site on the next page offers both PC and Mac instructions.



## Spanish Diacritics á - ñ - ¿ - ¡

Alt + numbers on PC number pads:

- Alt and 160 = á
- Alt and 130 = é
- Alt and 161 = í
- Alt and 162 = ó
- Alt and 163 = ú
- Alt and 164 = ñ
- Alt and 168 = ¿
- Alt and 173 = ¡
- Alt and 129 = ü
- Alt and 165 = Ñ
- Alt and 154 = Ü

The University of Michigan's Language Resource Center offers  
Spanish diacritics for Mac and PC:

<http://www.umich.edu/~langres/diacritics/spanish.html>



## Internet Vocabulary

---

- La búsqueda—search, usually next to search box
- Los enlaces—link as in hyperlink
- Actualizado—updated
- La página—page
- La Red—the Net or Web
- El Internet—Internet
- La base de datos—database



## Internet Vocabulary

---

Learn Spanish: Internet Terms in Spanish and English

<http://www.lingolex.com/internet.htm>

- Not beautiful, but simple
- Scroll down for extensive list of Internet and computer terms in Spanish



## Medical Vocabulary

---

Polyglot: Multimedia Medical Spanish Translator

<http://polyglot.topsailmultimedia.com/polyglot.html>

- Interactive
- Side-by-side vocabulary and phrase listing
- Audio

English-Spanish Dictionary from the Oregon Occupational Safety & Health Division

<http://www.orosha.org/pdf/dictionary/english-spanish.pdf>

- 136 pages of free health and safety phrases and vocabulary
- pdf format



## Medical Vocabulary



Practicing Spanish: Medical Spanish for Healthcare Providers

<http://www.practicingspanish.com>

- Monthly Medical Spanish Dialogue
- Just-a-List Categories
- Anatomy
- Grammar & Exercises
- Audio and Video
- Cultural Topics

$\frac{1}{2}$  **TeachMe**

[http://www.123teachme.com/learn\\_spanish/medical-spanish](http://www.123teachme.com/learn_spanish/medical-spanish)

Medical Spanish for Health Professionals course with:

- Audio vocabulary and phrases
- Verb Conjugator
- Tests & Games
- Links to other useful resources



## Online Translators

---

Babelfish: <http://babel.altavista.com>

Google: <http://translate.google.com/translate>

- Good tools for getting the general idea
- Translation ≠ Interpretation
- Don't use for medical information
- Don't use for translating into writing

Translate the website of the location where you are teaching as a demonstration.

Reiterate: These translators are NOT reliable for exact translation and should NOT be relied on for important medical information. They are only useful as tools to get the gist of something.





## Vocabulary and Pronunciation Exercises

---

1) Define & pronounce the following Spanish words:

neoplasma  
oreja  
muñeca  
refrigerador

2) Find these words in Spanish and pronounce them:

pregnant  
broken leg  
spinal cord

Allow 10-15 minutes for students to do the exercises and then lead a class discussion to go over the answers and how students found them:

neoplasma = neoplasm

oreja = ear

muñeca = wrist

pregnant = embarazada

broken leg = pierna rota

spinal cord = médula espinal

refrigerador = refrigerator



## Health Resources in English & Spanish

- Most top health sites have Spanish versions:



In the slide-show view, the screen shots will show English and then Spanish versions of these home pages.



## What about Spanish-only resources?

**Portal de Salud**

- Servicios
- CDT's & Hospitales
- Datos & Estadísticas
- Programas Operacionales
- Sobre Nosotros
- Victimas de Violación (CAVV)
- Instituto Prevención de Violencia
- InfoSaludPR
- Registro Central de Cáncer
- CANPR
- Oficina de Epidemiología
- Publicaciones de Interés
- Enlaces
- Site Map
- Voluntarios - MRCPR
- Alzheimer
- Puerto Rico Immunization Registry
- JLDMPR (TEM)
- Programa de Asma

Portal de Salud

**Bienvenidos al Portal de Salud**



En el mismo podrás encontrar los diversos servicios que te ofrece el Departamento de Salud, programas, productos, noticias y lo último en la información de avances tecnológicos de la Salud.

**Información sobre Nuevos Certificados de Nacimiento**



El Departamento de Salud solicita voluntarios Profesionales de la Salud para servir en los Juegos Centroamericanos Mayagüez 2010

Para más información: [voluntarios@salud.gov.pr](mailto:voluntarios@salud.gov.pr)  
Línea Directa MRCPR - (787) 692.2471

Instrucciones para completar el registro en línea (pdf)  
Acceso al registro: [Voluntarios - MRCPR](#)  
También puede acceder a: [www.mayaguez2010.com](http://www.mayaguez2010.com)

Comunicado de Prensa

**CONTINÚA EL DENGUE EN LA ISLA: VITAL LA COOPERACIÓN CIUDADANA PARA SALIR DE LA EPIDEMIA**

This is the website for Puerto Rico's Department of Health.

Ask the class to identify what they can on this site – they know more Spanish than they realize!



## Evaluation of Online Spanish Health Information

---

### TIPS

- Alphabet is almost the same
- Language is similar
- You know more words than you think you do
- Photos and graphics can help you figure out what the site is about and the target audience
- Unreliable sites may have graphics of completely unrelated topics



## Evaluation of Online Spanish Health Information

---

### TIPS

"About us" information about the organization or author is usually under:

- Sobre nosotros
- Sobre
- Acerca de nosotros
- ¿Quiénes somos?
- Acerca de (Name of Organization)

❖ Not having an "About Us" section provides a clue to the level of quality.



## Evaluation of Online Spanish Health Information

---

### TIPS

Use an online translator to translate the "About Us" section:

Babelfish: <http://babel.altavista.com>

Google: <http://translate.google.com/translate>

- Helpful but *not reliable*
- Helps in getting the gist of the Spanish words
- Can translate words, sentences, paragraphs, or an entire site



## Evaluation of Online Spanish Health Information

---

### TIPS

There may also be an English version of the site:

- Look for the words *inglés* or English
- Spanish versions of English pages may not be translated well or can be much more limited than the English version

Also, feel free to lead your patrons to the MedlinePlus Guide to Healthy Web Surfing, which is also in Spanish:

<http://www.nlm.nih.gov/medlineplus/spanish/healthywebsurfing.html>



## Evaluation Criteria

---

- Currency
- Authority
- Affiliation
- Objectivity
- Purpose
- Audience
- Accuracy
- Coverage

Evaluation methods borrowed from *Evaluating Internet Resources: Factors to Consider* by Gale Dutcher, National Library of Medicine





## Evaluation Criteria

---

### Currency

- Is there a date? What does the date represent?  
(Remember that dates are displayed day.month.year)
- Is the information up-to-date?
- Is the update frequency apparent?
- Is it static or does it change regularly?
- Is currency necessary for this type of information?
- Look for the word "Fecha" meaning *date*
- Look for the word "Actualizado" meaning *updated*
- Look for the word "Modificado" meaning *modified*



## Evaluation Criteria

---

### Authority

- Is information available about the author?
- Who is the author?
- Is the author the original creator of the information?
- What are the author's credentials? Occupation? Education?
- Can you find a name where you would normally see an author's name on an English resource?



## Evaluation Criteria

### Affiliation

- Affiliation = Publisher
- What institution is connected with this information?
- Does the institution exercise quality control?
- Have you ever heard of this organization?  
(Run the name through Babelfish/Google Translate)
- Does the organization have an English counterpart or webpage that you could read?



## Evaluation Criteria

---

### Objectivity

- Is there a minimum of bias?
- Is there any apparent conflict like advertising by the sponsor?

You can identify an ad in Spanish just as well as in English.



## Evaluation Criteria

---

### Purpose

- What is the purpose of this Web site?

This one might be difficult if there is no "About Us" section.



## Evaluation Criteria

---

### Audience

- Who is the intended audience?
  - Professionals
  - General Public
- The type of organization may give away who the audience is

Graphics will come in handy for this criterion.

Targeted age range/gender/etc. can usually be surmised by the appearance/design of the site.



## Evaluation Criteria

---

### Accuracy

- Is the information reliable?
- Is the information free from error?
- Where does the information come from?
- Are sources cited? Can you independently verify the information?
- Has the information been reviewed or refereed?
- Are they linking or do they have actual content? If there are only links, test them to see if they are still working.

This one may be difficult, so look for organizations or people you recognize that support the information on the page.



# Evaluation Criteria

---

## Coverage

- What topics are included?
- What is the depth of exploration?





## Evaluation Group Activity

What is good and/or bad about these sites?

<http://www.redmedica.com.mx>

<http://www.tuotromedico.com>

<http://www.mipediatra.com.mx>

<http://www.censida.salud.gob.mx>

Allow 10-15 minutes for students to evaluate all four websites and then lead a class discussion about their evaluations, asking for specific examples of high and low quality aspects.



# Break





## Online Health Resources



MEDLINEplus en español

<http://medlineplus.gov/spanish>

- Consumer Health Information in Spanish
- Health Topics—over 600 Health Topics in Spanish with links to great information including Hispanic-American Health
- Can toggle from English to Spanish and back
- Medical Encyclopedia
- Drug information
- Low literacy health information tutorials with audio
- News



## Online Health Resources



<http://pubmed.gov>

- Professional medical information
- To see articles in Spanish click on:  
Limits | Language | Spanish
- Abstracts generally in English
- For full-text articles in Spanish, contact your nearest medical library for document delivery options



## Online Health Resources

Locating Spanish Language Health Information on the World Wide Web

<http://nnlm.gov/outreach/consumer/chspanish.html>

- Websites in Spanish
- Abstracts written in English
- Organized into associations, foundations, organizations, government agencies, local and regional resources
- Helpful for English speaking service providers, but not for Spanish speaking patrons



## Online Health Resources



Tox Town en español The text 'Tox Town en español' is followed by three small, colorful icons: a person, a building, and a globe.

<http://toxtown.nlm.nih.gov/espanol/index.php>

- Information about health associated with chemical substances and different locations in towns and cities
- Learn about possible chemical hazards present in different locations in a town or a city

For middle to high-schoolers but excellent for people new to English language

No toggle



## Online Health Resources



National Cancer Institute  
U.S. National Institutes of Health | [www.cancer.gov](http://www.cancer.gov)

Cancer.gov <http://www.cancer.gov/espanol>

- Cancer information for health professionals and consumers
- Beginning cancer tutorial
- Publications on different kinds of cancer

No toggle



## Online Health Resources

AIDSinfo en español (SIDA)

<http://www.aidsinfo.nih.gov/infoSIDA/>



- Online glossary of AIDS terms
- Search for clinical trials
- Search the drug database
- CDC brochures



Aidsinfonet.org

<http://www.aidsinfonet.org/?lang=spa>

Site funded by NLM's SIS and created in New Mexico

- Has resources and printouts of AIDS information in Spanish
- Divided into categories such as prevention, nutrition, and medicines

AIDSinfo – no toggle

Aidsinfonet – toggle ability





## Online Health Resources



### Healthfinder®

<http://www.healthfinder.gov/espanol/>

- Many health topics in Spanish, similar to MedlinePlus, but fewer articles per topic.
- Easy to use

**FIRSTGOV en Español**  
Información y Servicios del Gobierno de los Estados Unidos



### Salud y Seguridad

<http://www.usa.gov/gobiernousa/Salud-Nutricion-Seguridad/Salud.shtml>

- Huge list of health and safety websites from the federal government
- More than 80 links all in Spanish (with English titles)

Healthfinder – no toggle

USA.gov – no toggle, leads to lots of outside sites – FREE online English lessons



## Online Health Resources



Departamento de Salud y Servicios Humanos  
Centros para el Control y la Prevención de Enfermedades

### **CDC en español**

<http://www.cdc.gov/spanish>

- Public health topics such as obesity, vaccinations, the flu, pre-natal care, diabetes, and more
- Current public health news, general topics, specific groups, and links to other reliable sites in Spanish

CDC – no toggle



## Online Health Resources



### **Pan American Health Organization**

[http://www.paho.org/default\\_spa.htm](http://www.paho.org/default_spa.htm)

- News and public information from other countries
- Data
- Health Topics
- BIREME Virtual Health Library
- Bookstore and more



## Online Health Resources



Organización Mundial de la Salud

### **World Health Organization** <http://www.who.int/es>

- United Nations specialized agency for health
- Features
  - Health statistics for different countries (países)
  - Health topics (usually in English)
  - Individual pages toggle



## Online Health Resources Exercises

---

1. A Latino patient who speaks little English wants to know the side-effects of a drug recommended for his son. Where can he find side effects on *Guaifenesina*? What are they, in English and Spanish?
2. A patient who has just been diagnosed with cervical cancer would like basic information on the disease printed out in Spanish. What website(s) would you use to find the information she wants? Provide the URL of the page you would print for her.
3. You are having trouble communicating with an Hispanic patient who speaks no English. What online resource can you use to facilitate a question and answer session?

Answers can be found in the Q & A handouts in the supplemental class materials.



## Other Resources

---



<http://familydoctor.org/online/famdoces/home.html>

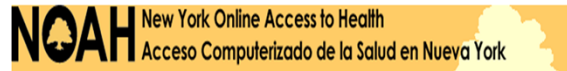
From the American Academy of Family Physicians

- Created as patient education handouts
- Health topics—content and links
- Toggles between English and Spanish

Videos on some health topics – in Spanish



## Other Resources



NOAH: New York Online Access to Health

<http://www.noah-health.org/>

- Links selected by librarians and health professionals in New York
- Health Topics in English and Spanish
- Partnership of a number of New York libraries
- Limited toggle ability



## Other Resources

---



KidsHealth

- [http://www.kidshealth.org/parent/en\\_espanol/index.html](http://www.kidshealth.org/parent/en_espanol/index.html)
- [http://www.kidshealth.org/kid/en\\_espanol](http://www.kidshealth.org/kid/en_espanol)
- [http://www.kidshealth.org/teen/en\\_espanol](http://www.kidshealth.org/teen/en_espanol)

- Different pages for Parents, Kids, and Teens
- Information and links in Spanish, but navigation is in English
- Nemours Foundation

KidsHealth – toggle ability

Kids version has games to play in Spanish





## Other Resources

American Diabetes Association



[http://www.diabetes.org/espanol/default.jsp?WTLPromo=HEADER\\_espanol&vms=159465616194](http://www.diabetes.org/espanol/default.jsp?WTLPromo=HEADER_espanol&vms=159465616194)

- Diabetes information specifically for Latinos
- No toggle ability
- Spanish site is entirely in Spanish



**National Diabetes  
Education Program**

National Diabetes Education Program:  
*Tengo Diabetes*

<http://ndep.nih.gov/i-have-diabetes/TengoDiabetes.aspx>

- Federally funded program sponsored by NIH & CDC
- Educational brochures, fact sheets, publications in Spanish

American Diabetes Association (ADA):

Are you at risk for Diabetes? Take the test to find out. (¿Está en riesgo de tener diabetes? Tome el examen para averiguarlo.)

diabetic cookbook for Latino recipes for sale

NDEP: View 'todos' publications to see full list available (pamphlets, booklets, posters, etc.)



## Other Resources

NN/LM Consumer Health Information in Many Languages

<http://nnlm.gov/outreach/consumer/multi.html>

- Resources including Cultural Competency Resources, Multilingual health information, Specific Languages including Spanish, and Glossaries by Language.



AdCouncil's Healthy Lifestyles

<http://www.adcouncil.org/default.aspx?id=399>

- Ads encouraging healthy lifestyles in English and Spanish

NN/LM CH Info: Point out Community Toolbox

AdCouncil: short bits about various health topics, good for adding some splash to presentations or to illustrate a point quickly with a patient



Apps are very popular with health professionals and several medical-spanish apps get excellent reviews. New apps appear every day and current apps change frequently, so we recommend reading reviews on medical-spanish apps and making your selection based on the features that are most important to you. [Keep in mind that high quality apps aren't usually free.]



## Medical Spanish Apps

Most quality apps have to be purcha\$ed – they are not free!

Find the newest apps and read reviews:



: iTunes for ratings, reviews and downloading

<http://www.apple.com/itunes/>



**iMedicalApps** : iPad/iPhone and Android medical app reviews by health care professionals

<http://www.imedicalapps.com>



**AppGuide** : iPad, iPod, & iPhone app reviews from Macworld editors - and you! (in beta)

<http://www.macworld.com/appguide/index.html>

And many many more...

iTunes is the obvious first place to review apps, but other sites may have information of interest as well. Because so many new apps appear each day, it's a challenge to stay on top of what's out there!



## Pair Exercise: Answer a Question

---

- Break up into pairs
- One of you be the service provider, one be a patron
- Patron asks the service provider a question (in English)
- Service provider must find the answer/resource in Spanish
- Use only class resources to find answers
- Switch roles and repeat



Thank You!

**iMuchas Gracias!**

Please fill out your evaluations.

National Network of Libraries of Medicine  
Southeastern/Atlantic Region

[www.nlm.gov/sea](http://www.nlm.gov/sea)

or

800-338-7657