



## Effective Communication Tools for Healthcare Professionals Course Overview

*Effective Communication Tools for Healthcare Professionals 101: Addressing Health Literacy, Cultural Competency, and Limited English Proficiency* is a free on-line learning tool that will help you:

- **Improve your patient communication** skills
- **Increase your awareness and knowledge** of the three main factors that affect your communication with patients: health literacy, cultural competency and low English proficiency
- **Implement patient-centered communication practices** that demonstrate cultural competency and appropriately address patients with limited health literacy and low English proficiency

You may choose to take the course for credit (CEU/CE, CHES, CME, CNE) or not for credit (Effective Communication Tools for Healthcare Professionals 100).

The course has five modules. You must complete Module 1 before you can proceed to the next modules. After completion of Module 1, you may complete Modules 2, 3 and 4 in any order, but must complete Modules 1-4 before you may begin Module 5. It is estimated to take a total of 5 hours to complete.

You may complete the course at your own pace. We have designed the course so that you can start and stop whenever you like – your work will be saved and you can resume where you left off when you return.

## How to Register for the Effective Communication Tools for Healthcare Professionals Course

### To Take the Course

1. **Register with TRAIN**, the distance-learning resource for public health professionals sponsored by the Public Health Foundation with support from HRSA. (If you have already registered with TRAIN, you can just sign on at the Member Login and proceed to Step 2).
  - Go to [www.train.org](http://www.train.org) (not a U.S. Government Web site)
  - From the left column, select your location and click "Create Account"
  - Follow the instructions to create your TRAIN account
2. **Select the course**, *Effective Communication Tools for Healthcare Professionals: Addressing Health Literacy, Cultural Competency, and Limited English Proficiency*.
  - Select the "Course Search" tab at the top of the page
  - Select "By Course ID" from the left column
  - Enter 1010510 to take the course for credit **OR** enter 1010508 to take the course for no credit
3. **Select the "Registration" tab**
  - Select your credit type and organization (or select "no credit")
  - Click "Launch" to start the course. Remember, you may start and stop the course at any time and your work will be saved.

### Need help using TRAIN?

Visit <http://www.train.org> (not a U.S. Government Web site)