



Health Resources & Services Administration

**Unified Health Communication 101: Addressing Health Literacy, Cultural Competency, and Limited English Proficiency** is a free on-line learning experience 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.

The course has five modules. You must complete module 1 before you can proceed to modules 2, 3 or 4. You may complete modules 2, 3 and 4 in any order, but must complete modules 1-4 before you may begin module 5. It will take a total of approximately 5 hours to complete.

### **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 the "Create Account" button
  - Follow the instructions to create your TRAIN account
2. Select the course, Unified Health Communication: Addressing Health Literacy, Cultural Competency, and Limited English Proficiency.
  - Click 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
  - Select the "Registration" tab
  - Select your credit type and organization (or select "no credit")
  - Click the "Launch" button to start the course. You may start and stop – your work will be saved and you can resume where you stopped.

**Need Help Using TRAIN?**

- [www.train.org](http://www.train.org) (not a U.S. Government Web site)