

# 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.