20.3: Chapter 3 (Diverse Patients)

Answer Key to Chapter 3 Learning Activities

2. It is important to demonstrate professional respect for a patient’s cultural beliefs, background, and practices when providing care. You can ensure appropriate actions are taken by introducing yourself with name and role, asking preference on how the individual would like to be addressed, attending to personal space of the patient, following patient and family lead for eye contact behaviors, using inclusive language, etc. It is important to note the patient’s language of preference and enact interpreter services if a communication barrier is noted. Additionally, it is important to be honest regarding individual level of understanding about one’s cultural beliefs. Ask polite questions and seek clarification to avoid misunderstanding.

Answers to interactive elements are given within the interactive element.