

Evidence Analysis Library
Nutrition and Physical Nutrition: General Population
2023 Evidence-Based Nutrition Practice Guideline

Excerpt of Guidance on Providing Culturally and Linguistically Appropriate Services from the U.S. Department of Health and Human Services Office on Minority Health.

- Adapt communication to each client’s needs and preferences.
- Explain difficult terms in simple language.
- Ask clients which terms they prefer to use and/or use the words the client uses.
- Speak slowly and use a normal tone.
- Prioritize and repeat important messages.
- Confirm understanding by asking the client to repeat back to you important points.
- Return to an issue if not clearly understood by client.
- Ask if a translator is needed and provide one if possible.
- Elicit and listen to client experiences and barriers with empathy and compassion.
- Avoid interrupting the client (norms may vary by culture).
- Show respect towards the client and acknowledge their expertise.
- Invite questions and use open-ended questions.
- Allow time for client to ask questions.